

SUPPLY, CUSTOMIZATION, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF EMPLOYEE
SELF SERVICES (ESS)

SULTANATE OF OMAN
TENDER DOCUMENT



**SUPPLY, CUSTOMIZATION, DEVELOPMENT, IMPLEMENTATION
AND SUPPORT OF EMPLOYEE SELF SERVICES (ESS)**

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1. Invitation to Tenderers

Tenderers are invited by the Internal Tender Committee (Civil Aviation Authority), from suitably experienced Companies, who are registered with the Tender Board, for:

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All as described in, and in accordance with the terms of the attached documents.

The Tenders and all supporting documents should be submitted in an envelope sealed with red wax, endorsed only as follows:



2. Instructions to Tenderers

1. Tenderers must obtain, at their own expense, all information that may be necessary for preparing the Tender. They must carefully examine all the Tender Documents and satisfy themselves as to the tasks, obligations and responsibilities to be undertaken in the Contract.
2. The Tender Documents forming part of this Tender are as follows:
 - i. PRIME DOCUMENT
 - Instructions to Tenderers
 - Form of Tender & Appendix to the Form of Tender.
 - Forms of Agreement & Appendices 'A' & B
 - Form of Agreement.
 - Form of Tender Bond
 - Form of Performance Bond
 - ii. Standard Conditions of Contract
 - iii. Volume I - General Provisions
 - Scope of Services
 - iv. AND - Addenda, Circular Letters, Telexes and Faxes (if any) issued by the Internal Tender Committee.
3. All documents issued to the Tenderer shall be treated as strictly private and confidential, whether or not the recipient submits a Tender.
4. Amendments to the Tender Documents may be issued to Tenderers before the date of submission of Tenders for the purpose of amending or clarifying the documents.
Should there be any doubts, queries or obscurity as to the meaning of the Tender Documents or as to anything to be done under the Contract or concerning these Instructions, or any other matter, the Tenderer must set forth in writing such doubt or obscurity and deliver the same to the Internal Tender Committee not later than (14) days before the date fixed for the submission of Tenders.
5. If considered appropriate, a reply will be given in the form of Circular Letter or Addendum to the Tender Documents, which will be distributed to all Tenderers to whom documents have been issued and will become part of the Tender Documents.
6. Neither the Internal Tender Committee nor any of its employees, nor any agent or servant of the Employer has any authority to make representation or explanation as to the meaning of the documents, or as to bind the Employer or to bind or fetter the judgement or discretion of the Engineer in the exercise of his powers and duties under the Contract, except in so far as the Internal Tender Committee may issue a Circular Letter or Addendum to Tenderers amending or explaining the documents. All addenda and circular letters issued shall be recorded in item 7 of the Form of Tender.
7. The filling-in and completion of the Form of Tender and the Bill of Quantity shall be done in black ink and the unit rate shall be written both in words and in figures. The Bill of Quantity shall be fully priced in Omani currency. Items against which no rate is quoted must be marked 'NIL' in the cash column and will not be paid for by the Employer when carried out and shall be deemed to be covered by the other rates in the Bill of Quantity.
8. The rates and prices set down against the items in the Bill of Quantity shall be for the full inclusive value of the finished work described and shall include for profits and all obligations and responsibilities of every kind arising under the Contract.



9. The Tender Bond to a value not less than 1% of the total Tender Value obtained from locally registered insurance company or bank shall be submitted with the Tender and this remain valid for ninety (90) days from the date specified for opening of Tender and will be returned when a Tender has been accepted by the Employer (after a satisfactory Performance Bond has been provided by the successful Tenderer in the case of the accepted tender. The wording of the Tender Bond shall be as per the prescribed Form of Tender included in the Prime Document.
10. The Tenderer shall complete the Form of Tender, the Appendix to the form of Tender, Bill of Quantities, and Schedules, and then sign, date and stamp all the pages of the documents. The Tender must be signed by the duly appointed principal fully authorized to represent and bind the Tenderer. Any incomplete or improper Tender may be rejected.
11. In addition to the Tender Documents issued for tendering purposes, the Tenderer must provide and properly bind in at the end of this Prime Document the following supplementary document: -
 - a) Name and address of the Tenderer's agent resident in the Sultanate of Oman
 - b) Tender Bond for an amount not less than 1% of the Tender Sum.
 - c) Details of any alternative offer submitted.
 - d) Details of Tenderer's proposed programme including a description of his proposed method of working.
 - e) Statement of the proposed organization giving the details of the staff along with their qualifications and previous experience together with the estimated skilled to be employed, showing separately Omani Nationals recruited in Oman and others.
 - f) A list of all major Works of similar nature which the Tenderers has completed within the past five years and of all Works which are presently under going, giving the name of the Client, Consultant, location, value, duration, and date of completion.
 - g) A statement of Tenderer's financial standing, including the name and address of his bank together with the authority to approach his banker for relevant information and comment.
 - h) A statement in writing certifying that the Tenderer is familiarized himself with all conditions that may affect his Tender and that he has no queries on any matter concerning the Contract in compliance with Conditions of Contract.
 - i) A statement giving the name(s) of the person(s) authorized to sign Agreements on behalf of the Company including his/their specimen signature(s).
 - j) A statement of unresolved doubts regarding the meaning of anything contained within the Tender Documents and the interpretation relied upon by the Tenderer.
 - k) A copy of each Circular Letter and Addendum, if any, issued by the Internal Tender Committee, appropriately endorsed by the Tenderer.
 - l) It is emphasized that any Tender not accompanied by all the required documents can be rejected.
12. The Internal Tender Committee is not bound to accept the lowest or any tender and reserves the right to reject any/all Tenders without assigning any reason or financial implication.
13. Alterations to the Form of Tender and associated documents shall not be permitted. Any alteration other than the filling-in of blanks intended for that purpose or failure to comply with these Instructions may result in the rejection of the Tender.
14. Any alteration to a rate or amount made by the Tenderer during the preparation of the Tender must be initialled by the Tenderer prior to submission.
15. Tenders must be submitted solely on the basis of the Tender Documents and must be free of any qualifications. Should a Tenderer wish to submit an alternative offer, such offer must be additional to and completely separate from the unqualified Tender.
16. The Bill of Quantity will be examined prior to the signing of the Contract in order that the items are correctly extended at the rates quoted. Should any arithmetical error be found, it will be corrected and the Tender Value



- will be amended accordingly. The Tenderer will be informed of any arithmetical adjustment made, should the Employer wish to further consider his Tender. Unit Prices shall prevail in arithmetical errors of extension.
17. Reference mentioned in the Specification, which are not relevant to the Works contained in this Contract, are deemed to be not applicable.
 18. The Internal Tender Committee will not be responsible for any expenses or loss, which may be incurred by any Tenderer in the preparation and submission of his Tender.
 19. The determining of the unit price is to be made by the Tenderer at his own cost and responsibility and in no case will he be entitled to claim for reasons of ignorance.
 20. The Tenderer is reminded that it is of extreme importance that the additional documents, listed in Clause (11) of these Instructions, be bound into the Prime Document and submitted with the Tender. Any Tender not accompanied by the appropriate document's information may be rejected.
 21. This Contract is to be a fixed unit price Contract and the Tenderer must include in his rates and prices an allowance for any possible increases in the cost of labour and other items, which may occur after the submission of the Tender and during the period of the Contract.
 22. The successful Tenderer will be required to provide a Performance Bond to the value of five percent (5%) of the Contract Value named in the Letter of Acceptance, valid for the whole contract Period. The Performance Bond will be retained by the Employer during the period of the Contract. The wording of the Performance Bond shall be as per the prescribed "Form of Performance Bond" included in the Prime Document.
 23. Tenders shall remain valid for acceptance for (90) days from the last date fixed for submission of Tenders.
 24. The original set and one additional true copy of the Tender Documents must be enclosed in a sealed envelope or package clearly enclosed with project title, and be addressed and delivered as specified in the Invitation to Tender. The Internal Tender Committee reserves the right to reject any tender submitted without additional copy or the unit rates is not written both in words and in figures.
 25. The Tenderer shall conform to the Laws of the Sultanate of Oman and his attention is drawn to the Law Governing Employment.
- The Tenderer's attention is particularly drawn to the following Regulations, briefly summarized below in respect of accommodation and importation of labour, and the Tenderer is advised to examine these Regulations in detail before submitting his Tender:
- a. Royal Decree 13/77, which states that no foreign contracting company working in the Sultanate of Oman, with the exception of those granted special license by the Ministry of Commerce & Industry may build or establish any Telecommunications scheme for the benefit of their employees and workmen. Telecommunications accommodation should be rented.
 - b. Ministry of Health Ministerial Decision 1/75, which imposes precise rules for labour imported from outside the Sultanate of Oman.
 - c. The Laws governing Employment: The Contractor shall make every effort to employ Omanis of the requisite skills for the execution of the project. In the event of insufficient/non-availability of skilled labour of any category of labour, and if the Contractor wishes to employ nationalities other than Omanis, he must ascertain from concerned Ministry whether the necessary entry permits for these particular categories of labour could be obtained. No foreign labour shall be employed without the necessary approval by the concerned authority.
26. The Contractor shall be required to obtain all necessary Government permits and pay all charges and fees in connection thereto.
 27. Persons, firms or companies proposing to Tender (including any of their servants or agents) will be granted permission by the Employer to enter upon his premises and lands for the purpose of inspection in connection with the proposed Tender, but only on condition that such persons, firms or companies will release and indemnify the Employer and his servants and agents, from and against all liability in respect of, any personal



- injury (whether fatal or otherwise), loss or damage to property and any other loss/damage, the costs of which, but for the exercise of such permission, would not have arisen.
28. The Tenderer may modify or withdraw his Tender after Tender submission, provided that the modification or notice of withdrawal is received in writing by the Internal Tender Committee prior to the prescribed deadline for submission of Tenders.
- No Tender may be modified subsequent to the deadline for submission of Tenders.
- Withdrawal of a Tender during the interval between the deadline for submission of Tenders and the expiration of the period of Tender validity specified by the Tenderer in the Form of Tender may result in the forfeiture of the Tender Bond.
29. Tenders will be opened by the Internal Tender Committee at the time and date specified in the Invitation to Tender. Tenders will be checked and evaluated by the concerned authorities in accordance with the procedures followed by the Internal Tender Committee. Tenders for which an acceptable notice of withdrawal has been submitted shall not be opened.
30. Any effort by the Tenderer to influence the Employer and Internal Tender Committee in the process of examination, clarification, evaluation and comparison of Tenders, and in decisions concerning award of Contract, may result in the rejection of the Tender.
31. To assist in the examination, evaluation and comparison of Tenders, the Internal Tender Committee/Employer may ask Tenderers individually for clarification of their Tenders. The request for clarification and the response shall be in writing, but no change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the correction of arithmetical errors discovered during the evaluation of the Tenders.
32. If the Tender is not substantially responsive to the requirements of the Tender Documents, it will be rejected by the Internal Tender Committee, and may not subsequently be made responsive by the Tenderer having corrected or withdrawn the non-conforming deviation or reservation.
33. All Tenderers must comply with the provisions of Royal Decree No. 39/82.
34. The successful bidder shall refer to CAA to finalize the contract within (21) days from the date of awarding.
35. The bidder shall fulfil with all the applicable laws, regulations in force Sultanate of Oman.
36. The bidder shall have a commercial register of the required activity and the company shall be based in the Sultanate of Oman.



3. RFP Purpose, Introduction and Background

3.1. RFP Purpose

The purpose of this Request for Proposal (RFP) is to invite potential solution vendors to describe their capabilities and the suitability of their proposed solution for Civil Aviation Authority (hereinafter to be referred to as "CAA") and to make a formal bid.

The overall goal of this project is to replace the old desktop which are being used for the CAA users with the latest technology laptops.

After selecting the preferred vendor, CAA will enter into contract negotiations to finalize necessary terms, conditions and prices. This RFP and the selected vendor's proposal / quotation, or any part thereof, may be included in and made a part of the final contract.

3.2. Overview of CAA

Civil Aviation Authority is responsible for various regulatory and legislative aspects in terms of enacting and implementing regulations and regulations governing civil aviation in the Sultanate of Oman, and the issuance of licenses necessary for crews and stations Maintenance, held bilateral air agreements between the Sultanate and other countries, and the development of policies and controls to ensure the security of airports and air transport safety.

It set the foundations for the development of revenues of the Sultanate airports and their facilities and maintain those investments and encourage investment opportunities. As for the functions of the service, the body creates and manages the operation and maintenance of air navigation systems development and organization of air traffic and the granting of transit and landing permits, monitoring, inspections and investigations in the field of competence on the institutions and airlines operating in the Sultanate operations.



4. RFP Purpose

The overall goal of this project is to supply, implement and support New services and inbuilt docking stations monitors.

CAA is in the process of selecting a prospective vendor for this scope of work. This RFP is intended to allow vendors to submit technical and financial proposals covering the required services outlined in the RFP. The Proposals will form the basis for future negotiations and contracting between the Vendor and CAA.

The purpose of this RFP is to communicate the functional and technical requirements to potential vendors of the above solutions that will enable them to propose a complete solution.

5. Objectives of the proposed system

The following are the key **high-level service** objectives CAA expects to achieve with the implementation of Employee Service Solution:

1. Improve the inter department interaction.
2. Improve the efficiency of various departments.
3. Facilitate faster and document and records retrieval and routing and simplify their process.
4. Improve the productivity of staff in whole CAA.
5. Provide a platform that would enable a more efficient and faster access to information resources existing in CAA or elsewhere.
6. Implementing a solution that provides the CAA with tools to search, consolidate, and present information and data needed for the investment planning and decision-making process.
7. Implement tools that support the analysis of information and data as well as enhance report generation process while providing a mechanism to build ad-hoc analysis and reporting.
8. Providing all the necessary training, knowledge transfers and skills development services that are needed to bring the IT staff to a level where they can operate the implemented solutions without the need for external operations management support.
9. Provide the source code.
10. Vendors to provide AI and any smart technologies the proposed solution whenever possible.
11. Solution suggested should be web & mobile enabled.

6. Requirements & Specifications

The following items list the **high-level scope of work** to be completed by the Vendors for CAA:

1. Analyzing, Review, Validation, Enhancement, customization and of the full and detailed requirements and both the current state and 'To-Be' state of the Employee Service Solution processes pertaining.
2. Conducting Gap Analysis between the requirements and the out-of-the-box features of the proposed software solution.
3. Identifying the configurable parameters and customizations that are required to enable the solution to be deployed, configured and customized for CAA.
4. Produce and document fully the design of the new system to be implemented.

5. Supply, Development, Customization, Implementation and Testing of appropriate software solution at CAA including operating system, database management system, application software, middleware (as required), and the development of interfaces.
 6. Provision of extensive Application Programming Interfaces (APIs) / Web Services to enable other systems to integrate / interoperate with the proposed system.
 7. Data Conversion and Migration.
 8. Backlog Digitization and Bulk Import (OPTIONAL)
 9. Development of Prototype / Conference Room Pilot for review and approval.
 10. Supply and Implementation of the necessary Infrastructure components including hardware, software, network, related infrastructure components such as for e.g. storage, security components.
 11. Conducting Change Management
 12. Installation, Configuration, Deployment and Go-Live
 13. Training and Knowledge Transfer (full training for all IT administrators, operations staff, and technical support staff). This includes provision of full System Documentation, Online Help resources, User Forums and User/Administrator/Operations Manuals and other necessary documentation (including instructional videos/animations) in both Arabic and English
 14. Post-Implementation on-going support and Maintenance (onsite and remote).
 15. Setting up Production Environment
 16. Setting up Development, Testing and Staging Environment
 17. Setting up Disaster Recovery Environment
 18. Provide Project Management Services
- To achieve the above objectives, any supporting business processes must be automated and the proposed solution must be hosted in a highly available, highly reliable and secure facility. The scope includes the design, delivery of products (software and hardware as needed), implementation, customization and configuration of all solution components for the solution.

7. Proposed Solution Software

Vendors are required to propose a solution based on the functional and technical requirements of CAA taking into consideration the existing environment and expected number of users and volume of transactions in the future. Vendors are required to propose the solution software for Development, Testing & Staging (DTS), Production (PROD) and Disaster Recovery (DR) Environments.

Vendors are requested to provide the following details of the proposed solution:

1. Describe the type of software licenses provided (i.e. standard, enterprise)
2. Version and release
3. Packages listing
4. Modules and sub-modules listing within the packages

Mapping of CAA functions and transactions, as required in the functional requirements, to the proposed solution, specifying the relevant package, module and sub-modules.



8. Operating System

Vendors are required to propose the Operating System for Development, Testing & Staging (DTS), Production (PROD) and Disaster Recovery (DR) Environments.

Vendors are requested to provide the following details of the proposed solution:

1. Best performing or recommended Operating System with the proposed solution
2. Provide a complete schedule of any additional operating system enhancement or utilities your solution would require
3. Describe the type of operating system licenses provided (i.e. standard, enterprise)
4. Provide the procedures and tools proposed to follow-up licenses status.
5. Provide details of operating system maintenance services required.

9. Database

Vendors are required to propose the database for Development, Testing & Staging (DTE), Production (PROD) and Disaster Recovery (DR) Environments.

Vendors are requested to provide the following details of the proposed solution:

1. Best performing or recommended Database with the proposed solution
2. Provide a complete schedule of any additional database enhancement or utilities your solution would require
3. Describe the type of database licenses provided (i.e. standard, enterprise)
4. Provide the procedures and tools proposed to follow-up licenses status
5. Provide details of database maintenance services required
6. Describe the database management systems that will support your proposed solution (e.g. Oracle, SQL Server, etc.)
7. Recommend the most suitable database management system to support your proposed solution
8. Describe the solution bandwidth requirements
9. Ability to maintain table integrity across levels of processing
10. Ability to support the following standards:
 - Open Data Base Connectivity (ODBC)
 - Distributed Relational Database Architecture (DRDA)
 - Java Data Base Connectivity (JDBC)
11. Ability of the solution to provide the following Data Integrity features:
 - System confirms rejection
 - Data validation during data entry
 - Validation before posting and closing
12. Ability to store data into the system without effecting the performance of queries applied in the system from the users (i.e. Time efficiency), and the ability to make automatic backup for a full year information in a separate tables or disks for archiving.



10. Proposed Implementation Roadmap

Vendors shall include a roadmap or approach for implementing the proposed solution considering CAA requirements, in order to plan and manage its readiness as well as managing the change and the impact of introducing and implementing such solution into the current environment.

Vendors are expected to study the requirements of CAA while designing the system. CAA acknowledges the fact that some of its requirements and business processes, procedures and policies may require review, validation and enhancement as a pre-requisite of the solution implementation, thus, CAA expects the Vendors to conduct the exercise of gap analysis and the review, validation, enhancement and documentation of its requirements and business processes and suggest best practices as per the proposed scope of work.

CAA is looking for a comprehensive approach from the Vendors that suggests the sequence of implementation of the proposed solution systems / modules, along with a detailed list of pre-requisite activities as well as advantages and disadvantages of this sequence.

Vendors are required to provide in their proposal a complete and detailed list of the proposed phases and the milestones and deliverables at the end of each phase, also indicate list of requirements that will be met through the implementation of each phase.

Vendors are advised to note and adhere to the following timeframe and constraints:

1. The full solution implementation and roll-out/go-live for CAA must be completed stage by stage as Agile Frame Work (every 2 weeks new services) within the range of 12 months beginning from the date of the Letter of Acceptance to Go-Live. Vendors who can propose shorter but still technically feasible project timelines will be given a higher score during tender evaluation.
2. Details of the proposed Implementation Roadmap by Vendors should be included in their Technical Proposals. The Vendors is required to describe therein the strategy whereby they will be able to meet the deadlines specified above.

11. Implementation Services

Vendors are required to provide information on the following implementation services for the proposed solution:

1. Understand the requirements of CAA.
2. Business process review, validation, enhancement and documentation.
3. Map the requirements to proposed Solution.
4. Conduct gap analysis.
5. Develop future solution design / Business Blue Print.
6. Define application and database server architecture.
7. Supply and install Hardware, application and other required software's.
8. Set-up and Configure proposed solution according to business processes and requirements including necessary integrations and customizations.
9. Development of Prototype / Conference Room Pilot for review and approval.



10. Provide data conversion and migration services.
 11. Backlog Digitization and Archival (OPTIONAL).
 12. Conduct full systems testing, user acceptance testing and compliance testing.
 13. Conduct Security Posture Assessment (SPA).
 14. Plan and execute Change Management activities.
 15. Setup Help Desk and Call Centre.
 16. Provide technical support for proposed Solution for patches, fixes, bugs, new release upgrades during the implementation period.
 17. Install, setup and configure Business Intelligence and Dash Boards for Executive Management based on predefined KPI's.
 18. Implement Disaster Recovery Solutions (DRS).
 19. Provide a list of expected project success factors and risk factors.
 20. Provide a project work-plan showing the implementation activities included in the scope and time required for each activity.
 21. Provide justification for the proposed timeframe.
 22. Provide list of milestones and deliverables for each phase in the project.

12. Integration

The Ministry of Transport, Communications and Information Technology in Oman (MTCIT) currently provides various shared services to the different government entities in Oman. The proposed solution should be integrated with these provided services and infrastructure wherever determined as applicable, operationally viable, within the context of CAA's critical systems and where infrastructures, the technological environment and capacities and competences are proven and sustainable.

13. APIs for Potential Integration with other LOB Systems

The vendors should consider the following in-house application integration like ERP and Microsoft Active Directory etc.

The vendors must also provide of extensive Application Programming Interfaces (APIs) / Web Services to enable other existing or future line-of-business systems to integrate / interoperate with other ministries. The vendors under this scope of work is required to implement the integration with these line-of-business systems, and merely provides these APIs, along with complete documentation, guides, tutorials, support and training on how to utilize these APIs.

If the vendors proposed solution provide pre-built software connectors or adaptors to other LOB systems, the vendors may propose them as optional items.



14. Post Implementation Maintenance and Support Contract

Vendors should provide post implementation support and maintenance contract after the completion of onsite post-implementation warranty and support period.

The vendors shall provide full support to the system users and be responsible to manage the system month-end procedures and establishing CAA's functional and technical help desk / call center including the documentation of related policies and procedures. This help desk / call center will be setup to support the users of proposed solution in CAA.

Vendors should provide adequate number of experts (principally comprising of Application Solution Architects, and functional expert's management) who can support all of the modules of the proposed solution.

The vendors should specify the escalation mechanism and the locations of their technical support centers. The vendors should provide a seamless support contract with a single point of contact, in case multiple vendors/contractors are involved.

The offsite support should cover at a minimum:

1. Enhancements to applications that include development and customization of new requirements.
2. Bug Fixing.
3. Applying software patches and fixes and major upgrades.
4. Performance Monitoring and tuning of operating system, applications and database.
5. Support and Performance Monitoring of Hardware.
6. Help Desk Support: Escalation mechanism(s), specified response timeframes and level of service.
7. The vendors shall be the single point of contact. It is the vendors responsibility to develop back-to-back agreements with its partners / sub-contractors.
8. Regular maintenance and support.

15. Service level performance commitments – SLA's

vendors are required to recommend and state appropriate Service Level Agreement (SLA) parameters, measurement criteria and criticality levels for the proposed system. Vendors shall perform the works defined in this RFP at levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and user satisfaction that are equal to or higher than the Service Levels as recommended and stated. It should be noted that vendors should state SLA's covering all aspects of the solution suite. However, it should be noted that the recommended SLA's will be discussed, reviewed and updated at a later stage during contract negotiation and finalization. Vendors may wish to use the SLA table provided in response format (**provided for illustration purposes only**) to state the SLA's.

Vendors are required to propose SLAs that provide at least 99.5% uptime and above.

Vendor's needs to adhere and provide below Service Level Agreement as classified below.



No	Priority Type	Description	Business Impact	Response Time	Resolution Time within
1	1	Critical	85 % - 100 %	Immediate	1 Hours
2	2	High	50 % - 84 %	Immediate	4 Hours
3	3	Medium	26 % - 49 %	1 Hour (60 Mints)	9 Hours
4	4	Low	1 % - 25 %	2 Hours (120 Mints)	24 Hours
5	5	Planned	All other technical calls	6 Hour (360 Mints)	48 hours

16. Desired Technical Solution Features

- The desired main features of the solution are:
 1. Intelligent advanced caching techniques to enhance the application performance by caching frequently accessed data in memory. Predictive caching based on techniques such as user behavior and past access analysis is desirable.
 2. Ease of installation using graphical installation and configuration “quick start” tools and wizards. If any application components or plug-ins are required to be installed on client devices, then the use of automated deployment scripts for client-side installation is required.
 3. Ease of use with intuitive graphical user interfaces (GUI) and the GUI is configurable to be different for different categories of users.
- The capacity of the solution components and the required number of licenses should be determined based on the sizing exercise to be conducted through this procurement and the proposed initial capacity as outlined in the solution sizing section. The infrastructure design and architecture must be developed with scalability in mind to cater for future growth.
- Whenever any of the solution components are implemented on different server systems, such as installing the web server on a cluster and installing the accompanying application server on another cluster, then such systems must conform to the hardware specifications and requirements, including conformance to redundancy and high availability.
- Selected solution packages should be aware and capable of supporting clustering, load balancing, redundancy, high availability, and fail-safe operation.
- The proposed solution should be capable of accessing structured data via ODBC / JDBC as well as native SQL statements for specific database formats
- Payment Gateway integration with other systems in CAA.
- Integrate solution with CAA mail server, AI in services wherever possible and with social media.

The vendors are required to design and implement the system to be bi-lingual (Arabic – English) including its documentation, manuals, online-help, training materials – both textual and audio-visual - and other relevant resources.

17. Training & Knowledge Transfer

One of the main goals of the employee service implementation is to develop local Omani resources and raise their technical and administrative capabilities to be able in the future to run the various initiatives without external help.

The vendors of the solution is required to incorporate suitable local Omani resources in his teams in various roles with the aim of developing these resources and training them to become the future operational core of the application and other services provided by the vendors throughout this procurement. To achieve this target, the Tenderer is required to:

- Incorporate recruited Omani staff as part of the vendors team from the very early stages of the project and until complete handover to the government.
- Develop comprehensive skills and knowledge transfer programs to enhance the capabilities of recruited Omani staff.
- Develop on-the-job training programs for local resources.

This training should cover complete life cycle of system including end user features, administration, maintenance, operational, and customization/development aspects of the proposed solution. The training should be customized to meet the work flow requirements of CAA.



18. Administrative Information

18.1. Confidential Information

This Request for Proposal (RFP) contains confidential and proprietary information. Its reproduction by photographic, xerographic, electronic or other means is authorized only for preparing a response by the intended Tenderer. If a response is not to be made, the document is to be returned to CAA in its entirety.

The Tenderer shall not disclose to anyone, other than its employees, officers, and other authorized parties directly connected to responding to this RFP, any information concerning or found within this RFP. No news release, public announcement, or any other reference to this RFP or any program there-under shall be made without explicit written consent from CAA.

18.2. Invitation to Submit Proposals and Eligibility for Contract Award

CAA hereby issues this RFP and invites tenders from qualified companies for the Supply, and Support of the services for CAA.

This Tender is open to all qualified companies. Local companies must have a valid Tender Board registration. The documentary evidence of such registration shall be submitted along with their technical proposal. International companies participating in this Tender must have a local agent with business address and registered with the Ministry of Commerce and Industry.

CAA reserves the right to exclude any Tenderer from receiving this RFP or submitting a proposal if the Tenderer violates any of the Procurement Rules and Regulations of CAA and conditions related to this procurement.

CAA also reserves the right to request a main vendor to replace a sub-contractor with another competitive vendor in case CAA is not satisfied with the consortium partner.

18.3. RFP Documents

The Tenderer shall ensure that all pages of the RFP are complete. In the event that some parts or pages of the RFP are missing, the Tenderer should notify the Tender Committee of CAA in writing immediately. The Tenderer shall not in any way deface or mutilates the RFP.

The Tenderer shall examine and read the RFP, including all instructions, forms, contract terms and specifications and satisfy himself as to the risks, obligations and responsibilities to be undertaken in the Contract. The Tenderer shall acquaint himself with the Standard Conditions of Contract, the laws of the Sultanate of Oman, the site of work, and the specification of the works specified in the RFP. Failure to furnish all information required by the RFP or submission of a Tender not substantially responsive to the RFP in every respect, will be at the Tenderer's risk and may result in the rejection of his Tender.

All documents and drawings issued to the Tenderer shall be treated as strictly private and confidential, whether or not the recipient submits a Tender. During the tender period, the Tenderer shall not communicate with anyone related to or deemed to be related to the preparation of the Tender unless expressly so directed by the Tender Committee or where such communication shall constitute an enquiry as set down in Section 5.10

The Tenderer is not allowed to delete, modify or amend any of the terms or conditions of the RFP. If he desires to state any condition or reservations, he should enumerate them in the Statement of Conformity (particularly the Non-Conformity Table therein). The standard form for the Statement of Conformity is provided in the RFP under Annexure I.





The Tenderer shall disregard all references to manufacturers, trade names or brand names, model numbers and foreign certification marks that may appear in the RFP. Kite mark and other foreign certification marks and certification for products and equipment required from Original Equipment Manufacturers (OEM) are not permissible in this Contract even though mentioned in the specification.

The RFP Documents shall be returned to the Tender Committee on or before the tender submission date in the same form as issued and not rebound or rearranged in any way except as instructed herein. All requested documents, issued addenda and circular letters (if any) should be submitted with the Tender. Except as otherwise expressly provided for in the Tender Documents, the Tenderer shall insert the requested documents detailed hereunder at the rear of the RFP; under no circumstances shall the RFP Documents be otherwise altered or other documents inserted.)

18.4. Amendments and Supplements to the RFP

This RFP consists solely of this Request for Proposal, Appendices attached hereto and any written circular letters and addenda to this RFP specifically identified as such and issued by CAA through its Tender Committee. No other information in any form shall be deemed part of this RFP.

All information issued by CAA or any official of CAA, prior to the date of this RFP, is hereby merged and superseded in its entirety by this RFP which is the sole source of information in this procurement. Each Tenderer, by submitting a proposal in response to this RFP, acknowledges and agrees to the foregoing and certifies that in responding to this RFP it has not relied upon any information other than that which is contained in this Request for Proposal, Appendices attached hereto, and any written circular letters and addenda to this RFP specifically identified as such and issued by CAA through its Tender Committee.

CAA reserves the right to, and may, amend, modify or cancel this RFP without prior notice, at any time, at its sole discretion. In the event that it becomes necessary to revise or supplement any part of this RFP, any written amendment shall be communicated to all tenderers through the issuance of circular letters and addenda.

Addenda include amendments to the RFP, while Circular Letters includes CAA responses to the queries, in the form of Questions and Answers (Q&A), sent by Tenderers during the tender period.

Tenderers may not discuss CAA's requirements, preparation of proposals in response to this RFP, or technical questions with any Government of Oman or CAA personnel other than specified in this RFP. During the tender period, all contacts with CAA must only be made through the Tender Committee and must be in writing or by e-mail. Tenderers may not contact CAA directly. Violation of the foregoing may result in disqualification of Tenderers to participate in this procurement. Information provided verbally by CAA to Tenderers or any written materials provided by any person other than CAA authorized contracts personnel as specified in the RFP, shall not be considered binding on CAA.

18.5. Entirety of Required Works

This RFP and its associated appendices and schedules, the Tenderer's proposal, and the signed award contract between CAA and the selected Tenderer collectively shall define the works to be conducted by the Tenderer in response to this procurement. The contracted Tenderer is required to perform the entirety of all the works related to this procurement as defined by the above-mentioned documents at the price quoted in the Tenderer's Financial Proposal irrespective of whether a particular requirement has been mentioned or not in the response format, the Tenderer's response to this RFP, or the signed contract. If the Tenderer does not wish to conduct any part of the required works, then he must explicitly state the excluded works in the Statement of Conformity (refer Annex A) and in the Financial Proposal. Tenderers will be forced to conduct all works according to the terms defined by the



RFP, the Tenderer's proposal, and the award contract at no additional cost to CAA if not explicitly excluded by the Tenderer.

18.6. Procurement Governing Rules and Regulations

This tender shall be governed by CAA Procurement Rules and Regulations. Tenderers are also required to abide by any other attached procurement regulations, terms and conditions, or any other document specifically drafted to govern the process of acquiring the works outlined in this RFP. These documents shall be attached to this RFP and shall constitute an integral part of this RFP and are thus binding to Tenderers.

18.7. Submission Requirements

Proposals shall be submitted consistent with the format and content specified in Response Format sections (Section 9: Technical Proposal Response Format and Section 9.4: Annexure G – Financial Proposal Response Format). Failure to comply with the response format or providing incomplete or incompatible data to the requested information may result in the Tenderer receiving lower points during the evaluation phase and may lead to the rejection of the Tenderer's proposal if gross deviation from the response format is evident. As noted in the Response Format section, the Tenderer may append additional information seen as relevant to the Tenderer response in appendices.

Each Tenderer is required, as part of its response to this RFP, to designate at least one (but no more than three) Points of Contact who will be the Tender Committee's primary contact for purposes of this procurement process. One of the contacts shall be identified by the Tenderer as the main contact and will be the first point of contact for purposes of this procurement. The Tender Committee reserves the right to evaluate the capability of such designated contacts and, if such party is deemed to be inadequate or inappropriate, to require such Tenderer to designate a more suitable contact or contacts. In the event of the Tenderer being the main contractor for a bidding group, the Tenderer identified points of contact shall be responsible for relaying and forwarding received inquiries and/or requests to the bidding team members. Under no circumstances shall Tender Committee be responsible for identifying the proper bidding team member to contact in relation to this procurement. Tender Committee shall consider any communications as delivered to all the bidding team members when it has forwarded such communications to any of the contacts identified by the Tenderer as points of contact.

Tender Committee may, at its sole discretion, waive minor irregularities, bid formalities, or defects in a proposal in response to this RFP. Exceptions to a statement or requirement of this RFP shall not be grounds for an automatic disqualification of a Tenderer, regardless of the use of mandatory language such as the terms, "must," "shall," or "will" by the Tender Committee. Tenderers are hereby put on notice, however, that the Evaluation Team's determinations and findings may be affected by such exceptions. Only those exceptions submitted in writing, as part of the Tenderer's Proposal shall be considered exceptions. Oral statements shall have no effect. All mandatory language contained in this RFP shall constitute binding contractual obligations upon incorporation into a final agreement with the selected Tenderer, subject to any accepted or negotiated written exceptions also incorporated into the final executed contract.

CAA Tender Committee reserves the right to reject any and all proposals submitted in response to this RFP, or to take any other action with respect thereto as is permitted.

No alterations in the text of the Tender Documents shall be made except for the filling in the blanks intended to be filled-in. Failure to fully comply with this instruction may result in the rejection of the Tender.

Any alteration to a unit rate or amount made by the Tenderer to correct clerical errors or illegibility entered in the Bill of Quantities/Schedule of Prices during the preparation of the Tender must be initialed by the person authorized to sign the Tender prior to the submission of Tender.



18.8. Written Inquiries

Should there be any discrepancy, doubt or obscurity as to the meaning of the RFP or as to anything to be done under the Contract or concerning these instructions, or any other matter, the Tenderer must set forth in writing such doubt or obscurity and deliver the same to the office of the Tender Committee not later than twenty-one (21) days before the date fixed for the submission of questions. If considered appropriate a reply in the form of a Circular Letter or Addendum will be distributed to all Tenderers who have purchased the RFP. All Addenda and Circular Letters issued shall be recorded in item 7 of the Form of Tender (please refer to Annexure N).

No additional payment shall be made in respect of works carried out in connection with discrepancies among the various parts of the RFP due to failure of the Tenderer to report the same prior to the submission of their Tender as described in the above paragraph.

Telephone inquiries will not be accepted. No written inquiries received from anyone other than Tenderers, or received after the deadline for questions specified in the Schedule of Activities, will be accepted or responded to by the Tender Committee.

Tenderers must submit their written inquiries to:

Esnad Electronic Tender Service

The Tender board.

As previously stated, any attempt by a Tenderer to contact any employee of CAA regarding this RFP (prior to award), other than as specified in this RFP, shall be deemed to be a violation of RFP requirements and may result in the Tenderer's proposal being rejected.

CAA responses to any written questions received from Tenderers through the Tender Committee about this RFP will be issued by Tender Committee at least 10 working days before the proposal due date. The response to all questions will be distributed to all potential Tenderers. CAA makes no representations or warranties as to the completeness or accuracy of any response; nor does CAA undertake to answer all questions asked.

No oral conversations or agreements with any officer, agent, or employee of CAA regarding this RFP are authorized, and if the same shall occur, they shall not affect or modify any terms of this RFP. No written statements of any persons other than those intimated by CAA authorized contact and communicated through the Tender Committee shall be binding on CAA, nor shall they affect or modify any terms of this RFP.

Neither the Tender Committee nor any of its employees, nor any agents or servants of CAA, has any authority to make representation or explanation as to the meaning of the RFP, or as to any other matter or thing concerning the Contract, so as to bind CAA or to bind or fetter the judgment or discretion of the officer, agent or employee authorized to act on behalf of CAA in the exercise of his powers and duties under the Contract except in so far as the Tender Committee may issue a Circular Letter or Addendum amending or explaining the RFP.

All correspondence with CAA or the authorized employees, agents or servants of CAA shall be in the English Language and should be submitted through Oman eTendering website (<https://etendering.tenderboard.gov.om>). Original documents or copies submitted by Tenderers, which are not in Arabic or English, should be accompanied by English translation.



18.9. Addenda and Circular Letters

Addenda and Circular Letters may be issued prior to the date of submission of Tenders for the purpose of amending or clarifying the Tender Documents. Amendments to the Tender Documents subsequent to their issue by the Tender Committee shall only be effected by Addenda.

Addenda include amendments to the Tender Documents while Circular Letters includes CAA responses to the queries, in the form of a "Question and Answer", sent by the Tenderers during the tender period.

Addenda and Circular Letters issued to all Tenderers by the Tender Committee shall form part of the Contract and the Tenderer shall take into consideration the contents of such Addenda and Circular Letters in his Tender. The Tenderer shall acknowledge receipt of such Addenda and Circular Letters by recording them in the appropriate spaces (item 7) in the Form of Tender (Annexure N) that must be submitted as part of their Tender. The Tenderer is also required to include in their submitted Tender, copies of each Circular Letter and Addendum, if any, issued by the Tender Committee, and appropriately endorsed by the Tenderer.

18.10. Evaluation Inquiries

From time to time, the evaluation team appointed by CAA and assigned the task of evaluating and ranking submitted proposals may require further clarifications or information from bidding Tenderers. All evaluation inquiries shall be forwarded by the Tender Committee on behalf of CAA to the points of contacts appointed by the Tenderer to receive communications related to this procurement. All inquiries will be considered as delivered when forwarded to any of the points of contacts appointed by the Tenderer. Failure of the Tenderer to respond during the specified time period in the inquiry will result in lower grades being assigned to the Tenderer proposal during the evaluation process and may lead to the rejection of the proposal if the inquiry is related to an issue in the proposal that can grossly affect the delivered works.

To assist in the examination, evaluation and comparison of tenders, the Tender Committee may ask Tenderers individually for clarification of their Tender, including breakdown of unit rates. The request for clarification and the response shall be in writing, but no change in the price or substance of the tender shall be sought, offered or permitted, except as required to confirm the correction of arithmetical errors discovered during the evaluation of the Tenders.

Such requests for clarifications do not constitute intent to award or award of the Contract. However, in the event that the Tender is accepted subsequent to these clarifications, their related answers will form part of the any subsequent Contract as part of the applicable Contract documents state herein.

Any effort by the Tenderer to influence CAA and its Tender Committee in the process of examination, clarification, evaluation and comparison of Tenders or award decision including the offering or giving of bribes, gifts or other inducement, will result in the invalidation of its tender and the forfeiture of its Tender Bond. The Tenderer must comply with the provisions of Royal Decree No. 112/2011.

While CAA may invite the Tenderer through Tender Committee to discuss and/or clarify the Tender, such invitation or discussion shall in any way be construed as a commitment on the part of CAA to award a Contract.

18.11. Withdrawal & Modifications to Proposals

The Tenderer may modify or withdraw his Tender after the Tender submission, provided that written notice of the modification or withdrawal is received by the Tender Committee prior to the deadline prescribed for submission of Tenders.



The Tenderer's modification or notice of withdrawal shall be prepared, sealed, marked and dispatched in accordance with the provisions in this RFP for submission of Tenders. A withdrawal notice may also be sent by email or facsimile but it must be followed by a signed confirmation copy, post marked not later than the deadline for submission of Tenders. No Tender may be modified subsequent to the deadline for submission of Tenders.

No Tender may be withdrawn in the interval between the deadline for submission of Tenders and the period of Tender validity specified in the Tender Documents.

18.12. Acceptance of RFP Terms & Conditions

A proposal submitted in response to this RFP shall constitute a binding offer. A submission in response to this RFP acknowledges acceptance by the Tenderer of all terms and conditions of participation in this procurement as set forth in this RFP and relevant Procurement Rules and Regulations of CAA, without reservations, limitations, assumptions, restrictions, caveats, or any other type of qualification, except for those exceptions noted in writing in Statement of Conformity and submitted within Tenderer's Proposal in the response format designated by this RFP.

Exceptions noted by the Tenderer in his proposal which are deemed by CAA as unacceptable may result in the rejection of the Tenderer proposal if no acceptable solution can be found that satisfies the requirements of both parties.

All proposals become the property of CAA and will not be returned to the Tenderer. CAA reserves the right to reject any or all proposals. There is no guarantee that a contract shall result from this solicitation. CAA accepts no obligation for costs incurred by any tender in the preparation of a response to this RFP.

The Tender Committee is not bound to accept the lowest Tender and reserves the right to accept or reject any Tender, to cancel the tendering process and to reject all the Tenders at any time prior to award of Contract, without thereby incurring any liability to the affected Tenderers or any obligation to inform the affected Tenderers of the grounds for the Tender Committee's action. The Tender Committee also reserves the right to reject any Tender submitted without additional copy of the completed Bill of Quantities and the additional documents listed in Section 6.3.5: RFP Response Compliance Checklist of this RFP or the unit rates in the Bill of Quantities are not written both in words and figures.

CAA Tender Committee reserves all the rights to reject the technically qualified Tenderer's Tender for the following reasons:

- ✓ If proven that the performance of the Tenderers in other awarded projects is not good/or poor.
- ✓ If the Tenderer has been awarded other projects recently and the Tenderer has no more capacity to take other works.

18.13. Confidential/Proprietary Information

The Tenderer shall state clearly those elements of its response that it considers confidential and/or proprietary. Failure to properly identify and mark confidential or proprietary information as specified in the following paragraph may result in all information received being deemed non-confidential, non-proprietary, and in the public domain. Neither a proposal in its entirety, nor proposed prices shall be considered confidential and proprietary.

18.14. RFP Response Ownership

All material submitted regarding the RFP becomes the property of CAA and will not be returned to the Tenderer.



18.15. Proposal Prices

The Tenderer shall submit a firm, fixed Financial Proposal that meets the requirements of this RFP for the services described in this RFP unless CAA clearly indicates in the RFP that a certain item or service will be paid via a different mechanism. The Tenderer shall propose a price that reflects any business risk they perceive in the way the specifications are stated. All proposed prices shall include all expenses and taxes that the Tenderer may have to incur to complete the delivery of all items listed in the RFP whatever the payment mechanism. Tenderers shall not anticipate nor rely on clarifications, discussions, redefinition, or further negotiations with CAA after the contract award to adjust the price that is contained in its proposal for the works required by the RFP. Any efforts by Tenderers to limit, qualify, caveat, restrict or place conditions upon the price being offered shall be considered to be a violation of the firm, fixed price submission requirement and may result in the proposal being rejected as non-responsive.

The Tenderer shall complete the Bill of Quantities (BOQ) by inserting unit rates, prices or percentages both in words and numeric figures in typescript or written/printed legibly in black waterproof ink. All items in the Bill of Quantities shall be fully priced in Oman currency up to three decimal places. Each item where no price is entered must be marked NIL in the amount column and shall be deemed covered by other rates in the Bill of Quantities.

The unit rates and prices quoted against the items in the Bill of Quantities shall be fixed for the entire duration of the Contract and shall be for the full inclusive value of the finished work described, including import duties, taxes and all other levy, profit, obligations and liabilities of every kind arising under the Contract.

For pricing work under provisional sums and variations, the unit rates quoted by the Tenderer in the Bill of Quantities shall be applied without any enhancement. Where such unit rates are not available, the rates payable shall be determined in accordance with the Conditions of Contract.

The Tenderer shall submit with his Tender a detailed breakdown of all lump sum items in the Bill of Quantities giving description, quantity, unit rates and amount. The total amount in the breakdown of each lump sum item shall be the amount inserted for each corresponding item in the Bill of Quantities.

18.16. Opening of Tenders

The Tenderer's Technical Proposals and Financial Proposals will be opened at the time and date specified in the Invitation to Tender at the offices of the Tender Committee.

The Financial Proposals of the technically qualified tenders will be opened after the evaluation of the Technical Proposals has been completed.

18.17. Validity of Tenders

The Tenders shall be valid for ninety (90) days from the latest date for submission of Tenders. The Tender Committee reserves the right to ask for extension of the validity of the Tender and Tender Bond without any change in the prices. The Tender Committee shall not entertain any variation due to any currency fluctuation for the submitted Tender during its validity period.

The correctness or otherwise of the quantities in the Bill of Quantities shall in no way affect the validity of the Tender.

18.18. Selection of Proposal

The proposals of each Tenderer will be evaluated and awarded by CAA evaluation team in accordance with the evaluation criteria.



18.19. Award of Contract

After evaluation of the Tenders the Tender Committee will determine to its satisfaction whether the Tenderer selected, having qualified technically and financially, is able to perform the Works under the Contract.

The Tender Committee is not bound to accept the lowest tender and reserves the right to accept or reject any Tender, to cancel the tendering process and to reject all the tenders at any time prior to award of Contract, without thereby incurring any liability to the affected Tenderers or any obligation to inform the affected Tenderers of the grounds for the Tender Committee's action. The Tender Committee also reserves the right to reject any tender submitted without additional copies or the unit rates in the Bill of Quantities are not written both in words and numeric figures.

The successful Tenderer will be informed of the acceptance of his tender and will be provided with the Letter of Acceptance to sign a Contract.

A draft Contract document based on the Tender Documents, Letter of Acceptance, and the Tenderer's offer, prepared by CAA or its authorized representatives shall be given to the successful Tenderer for his study and comments, if any. Authorized signatories of CAA and the successful Tenderer will sign the final Contract documents.

The Contract signature shall take place within twenty (20) days of issue of Letter of Acceptance and before the validity of the Tender expires. In case the validity of the Tender expires, it shall be extended by the successful Tenderer at the request of the Tender Committee along with the extension of the Tender Bond validity.

Should the successful Tenderer fail or refuse to enter into Contract negotiation with CAA within fifteen (15) days of the issue of Letter of Acceptance to this effect by CAA, the Tenderer shall be considered to have abandoned the proposal. In such an event the Tenderer's Tender Bond shall be forfeited.

The Contractor shall be required to furnish a Performance Bond for five percent (5%) of the total value of the Contract as defined in this RFP under Section 19.6.4: Performance Bond, within ten (10) working days of the issue of Letter of Acceptance.

Upon receipt of the Performance Bond, the Tender Bond of the successful Tenderer will be released.

Failure to furnish the Performance Bond and to sign the Contract by the successful Tenderer within the stipulated period may lead to the annulment of the Contract and forfeiture of the Tender Bond.

The Contract shall also be required to furnish an Advanced Payment Bond for ten percent (10%) of the total value of the Contract, within ten (10) working days of the issue of the Letter of Acceptance. The standard Form of Advanced Payment Bond to be filled up by the Contractor is provided in this RFP under Annexure J – Form of Advanced Payment Bond.

The Tender Committee reserves the right to award the Contract for the entire works to one Tenderer or divide the works between different Tenderers.

18.20. RFP Cancellation

CAA reserves the right to cancel this RFP at any time, without penalty.

18.21. Incurring Costs

The Tenderer shall bear all costs associated with the preparation and submission of his Tender, in visiting the Site and obtaining information necessary for preparing and submitting his Tender. CAA is not responsible or liable for those costs, regardless of the outcome of the tendering process.



CAA is not liable for any costs incurred by Tenderers, including without limitation, those costs incurred prior to issuance of a legally executed contract or procurement document.

18.22. Bidding Teams and Sub-Contractor Issues

In the event that the main Tenderer is joined by other Tenderers, vendors, and/or any other entity to form a bidding team, the Tenderer shall be considered as the main contractor and shall assume the responsibility of ensuring that the contracted works are completed in full and in accordance with industry best practices and the terms and conditions of this procurement. CAA shall sign one contract with the designated main Tenderer as a representative of the bidding team. The Tenderer shall ensure that all bidding team members comply with the requirements of this RFP and the signed contract besides ensuring that the overall solution, delivered via the main Tenderer and its affiliates, fully satisfies the requirements of this RFP and forms one complete integrated deliverable.

The Tenderer is required to present documents establishing a formal binding relationship between the Tenderer as the main contractor and any sub-contractors, suppliers and/or affiliates of the Tenderer forming together a bidding team for this procurement. These documents should be part of the administrative section in the technical response. The formal relationship must last throughout the full term of this procurement and until final acceptance of the works by CAA.

In the event that the main Tenderer requests replacing one or more of the sub-contractors forming with the Tenderer a bidding team during the term of this procurement, a formal written request should be submitted to the Tender Committee indicating the reasons for the proposed change of subcontractors supported by relevant documentation clearly signifying that the replacement sub-contractor is worthy of being included in the team. The replacement of any sub-contractor shall not be deemed as accepted until the Tenderer receives a formal response letter from the Tender Committee clearly accepting the new sub-contractor as one of the Tenderer bidding team members.

At all times, the main Tenderer shall be held responsible and shall bear all penalties and any further legal actions taken by CAA resulting from the main Tenderer and/or its affiliates under-performance or non-performance. Payment for completed works that have passed the final acceptance phase shall be issued to the Tenderer irrespective of which of the bidding team members conducted the actual works. Invoices related to this procurement shall only be accepted when issued by the Tenderer and the Government will not accept any invoice or payment claim issued by any member entity of a particular bidding team.

The Tenderer shall give not less than ten percent (10%) of the Total Tender Value to local Small Medium Enterprises (SMEs) as a sub-contractor. The Tenderer is required to provide documentation of compliance with this requirement. The documentation of compliance must identify the works/services that will be allocated to the SMEs and the percentage of the works allocated to the SMEs. If the percentage of SMEs is higher than the minimum required set above, the Tenderer will be given higher marks in the Evaluation Criteria.

SMEs is defined as a firm fully owned by an Omani national who has been fully dedicated to manage it and is registered with the Tender Board. SMEs shall not be a branch of an organization and the Tenderer shall give priority to the SMEs around the project location.

The Tenderer is required to provide a list of any proposed sub-contractors and suppliers including local firms and Small Medium Enterprises (SMEs) with particulars of extent of work, which are proposed to be undertaken by them.

Preferential consideration shall be given to the Tenderer offering a high proportion of local sub-contractors, local materials and Omani employment.



The Tenderer is required to provide a statement confirming that the Tenderer shall employ a minimum percentage of thirty percent (30%) Omani employees in this project. Tenderers engaging a high proportion of Omani employees shall be given preferential consideration.

18.23. Employment of Workers

All arrangements which affect the engagement, transport, paying, feeding and housing of workers and staff and other matters in connection therewith shall be subject to the Regulations and Codes of the Sultanate of Oman, now in force or which may be made from time to time during the period of the Contract.

The successful Tenderer must employ minimum thirty percent (30%) Omanis of requisite skills for all staff categories, technical or otherwise, for the execution of the Works. The daily records of staff and workers deployed for the project shall be submitted to CAA.

The Tenderer must comply with the minimum percentages for employing Omani employees in their organization in accordance with the Regulations and Codes issued by Ministry of Manpower. Failing to adhere to such requirement shall lead to the rejection of Tenderer's proposal. Omanization content in the project and in the company is one of the essential items considered in the evaluation of tenders.

18.24. Ultimate Parent Company

The full legal name and the main office address shall be provided in the Proposal for the Ultimate Parent Company of the Tenderer (and, where applicable, for the Ultimate Parent Company of each Relevant Affiliate or Bid Team Member of Tenderer). All of Tenderer's obligations under its proposal in response to this RFP and any contract awarded pursuant to this RFP must be jointly and severally guaranteed by Tenderer and, in the case of a Bid Team, by all of the Bid Team Members and each Bid Team Members' Ultimate Parent Entity or, in the case of a Single Organization, by each Relevant Affiliate and the Single Organization's Ultimate Parent Company. Such information should be submitted in the administrative section of the Technical Proposal.

18.25. Contract Term

The Contract Term will be till delivery and sign-off of the entire scope of this RFP and subject to the terms and conditions of the final contract.

18.26. Disclaimer

All statistical and fiscal information contained in this RFP and its exhibits, including amendments and modifications thereto, are provided "As Is," without warranty, and reflect CAA's best understanding based on information available to CAA at the time of RFP preparation. No inaccuracies in such data shall constitute a basis for an increase in payments to the Tenderer, neither a basis for delay in performance nor a basis for legal recovery of damages, actual, consequential or punitive, except to the extent that such inaccuracies can be shown beyond a reasonable doubt to be the result of intentional misrepresentation by CAA.

18.27. News Releases

Tenderers shall not issue any news release pertaining to this RFP and this procurement without prior written approval of CAA which may be withheld at CAA's sole discretion.

18.28. Governing Laws

The Tenderer shall conform to the Laws of the Sultanate of Oman. The laws in the Sultanate of Oman now in force or which may be made from time to time during the period of the Contract shall be the governing law.



18.29. National and International Standards

National Standards shall all take precedence over international standards in the specification of products, equipment, and workmanship for the works. Reference numbers of national and international standards such as OS, OES, BS, ASTM, ISO, GSO etc. referred to in the RFP shall mean the latest revision of such standards current at the time of tender.

18.30. Government Permits

The successful Tenderer shall be required to obtain all necessary Government permits in connection with the Works and pay all charges and fees in connection thereto.

18.31. Completion of the RFP Documents

The Tenderer shall complete the Form of Tender, the Appendix to the Form of Tender, the Bill of Quantities and Appendices, if any, but not in the Form of Agreement and its appendices, and standard forms of Bond, in typescript or written legibly in black waterproof ink with the whole of the information and prices called for thereon. Each place provided for the purpose shall be completed with the date and signature of the person or persons authorized to sign the RFP and of the witness thereof. Every other RFP and documents accompanying the Tender, except the Tender Bond, shall be dated, signed by the same person or persons, and stamped with company official stamp. Any incomplete or improper tender may result in the rejection of the Tender.

18.32. Alternative Tenders

The tender shall be submitted solely on the basis of the Tender Documents issued to the Tenderers and must be free of any qualification.

Should a Tenderer wish to submit for consideration of the Tender Committee/CAA an alternative design, method of or other variation for part or the whole of the works, the Tenderer may submit an Alternative Tender subject to a valid tender being presented in accordance with Section **Error! Reference source not found.** hereof; such Tender must be additional to and completely separate from the unqualified tender.

The Tenderer submitting an Alternative Tender shall provide all information necessary for a complete evaluation of the alternative including design calculations, detail drawings, technical specifications, breakdown of prices, proposed methodology, and other relevant details which give effect to the alternative.

The Tenderer shall complete a new Form of Tender and Appendix to the Form of Tender clearly marked as applying to the Alternative Tender.

The Tender Committee at its own discretion will decide whether the Alternative Tender will be considered and evaluated or rejected.

18.33. Currency of Contract

The currency of the Contract will be the Rial Omani. In the case of a tender submitted by an individual or company abroad, it is permitted to write the prices in foreign currency provided the equivalent Oman currency must be mentioned. Tender in foreign currency without the equivalent Omani currency will be rejected.



19. Proposal Requirements and Submission

19.1. General

This section contains specific requirements governing the organization of your response. You must organize your response and provide the information requested in accordance with the requirements set forth below. Failure to organize your proposal and provide the information as requested will impact CAA's ability to efficiently evaluate your organization's proposal, and may have a detrimental effect on your organization's overall evaluation.

Before submitting the Tender, the Tenderer shall read the RFP carefully and satisfy himself of the tasks, risks, obligations, liabilities and responsibilities to be undertaken in the Contract. The Tenderer shall acquaint himself with the Conditions of Contract, the laws of the Sultanate of Oman, the site of work, and specification of the equipment specified in the RFP.

The proposals must be prepared in the English Language. Original documents or copies submitted by Tenderers, which are not in Arabic or English, should be accompanied by English translation.

19.2. Proposal Guidelines

19.2.1. Presentation

The presentation of the Tenderer's response to this RFP is required to be consistent with its structure, sequencing and nomenclature and according to the format and instructions contained herein. Responses should be direct, concise and complete. Bindings, coloured displays, and promotional material are not required. Reference materials not directly relevant to the Proposal should be omitted or included as appendices. Any changes to the content or format of this RFP may be grounds for disqualification.

19.3. Content

This RFP provides information regarding CAA's functional requirements for its services requirement. This RFP also includes specific questions about your organization's proposed solution, technical qualifications and capabilities, management approaches, and business strategy, in order for CAA to determine your organization's suitability as the solution Tenderer. Please respond to these questions as completely and in as much detail as possible, and focus on demonstrating your organization's suitability to become the Tenderer of the services requirement. As it should be clear from our statement of CAA's vision and scope of this project and its importance, we expect much more from your organization than a standard proposal in response to a typical Request for Proposal. In particular, we require a Proposal that is specifically responsive to this RFP in every respect and detail, rather than merely a compilation of vendor materials and promotional information used in other transactions. CAA is interested in the quality and responsiveness of your Proposal, not its bulk.

19.4. Value-Added Services

CAA invites Tenderers to identify opportunities to provide value-added services above and beyond those identified in the general and functional requirements. Please provide a detailed explanation of what additional value-added services your organization can contribute to the proposed partnership with CAA. Descriptions of value-added services should be included at the end of your organization's response to the requirements of this RFP. Do not include any cost or price information in your Technical Proposal, and do not add the price of any additional value-added services to the prices required in the appropriate price matrix form. Should CAA desire additional information, including pricing information, regarding your value-added services, CAA will request supplementary details via a number of mechanisms as specified in the Tender Committee's rules and regulations.



19.5. Submission of Tenders

19.5.1. General

All submissions are due to the attention of the authorised person, no later than the date and time specified in the Schedule of Activities. Any proposal received after the due date and time will be dealt with according to applicable rules and regulations dealing with late submissions and may lead to proposal rejection. All proposals will be date/time stamped by the Tender Committee, and timeliness will be determined solely by the Tender Committee with reference to such date/time stamp.

19.5.2. Proposal Response Formats

The proposals should be prepared as per the "Technical Proposal Response Format" in section 8, and the "Financial Proposal Response Format" in Section 26.

19.5.3. RFP Response Compliance Checklist

It is mandatory for Tenderers to go through the RFP Response Compliance Checklist below to ensure that all of the following responses and required items have been satisfied and that their Tenders are complete before it is submitted.

Note: *In case any of the responses or required items are not provided, CAA has the right to reject the proposal because of incomplete information.*

No	Requirement	Yes/No
1	<p>Has provided Technical Proposal in the required format as specified in Section 9: Technical Response Format.</p> <p>This includes a list of all products, materials and services as mentioned in that section and using the tables and formats provided in that section.</p>	
2	<p>Has provided Financial Proposal in the required format as specified Annexure G – Financial Proposal Response Format.</p> <p>This includes a list of all the products, materials and services and their quantities and prices (i.e. Bill of Quantities) as mentioned in that section and using the tables and formats provided in that section</p>	
3	<p>Has provided solution design of the proposed Program and method statement showing in detail the order in which various sections of the Works are to be implemented from the date of receipt of the Engineer's order to commence the Works and the time, which the Tenderer estimates, will be required to complete each section containing the following details:</p> <ul style="list-style-type: none"> • Implementation • Migration • User Acceptance Test 	
4	Has provided the full Project Plan and Schedule. This includes a detailed description of the methodology that the Tenderer will use for project management and for the of the system.	



5	Has duly filled response in Annexure F – Supplier Profile Format	
6	Has duly filled response in Annexure G - Financial Proposal Response Format	
7	Has duly filled response in Annexure I - Statement of Conformity	
8	Has duly filled response in Annexure M – Form of Tender Bond	
9	Has duly filled response in Annexure N – Form of Tender (including the Appendixes to the Form of Tender)	
10	Has provided the organization chart showing the Tenderer's corporate management and the project team for the execution of the project.	
11	The Financial Proposal is in a separate sealed envelope and no commercial values are stated in the Technical Proposal.	
12	Has furnished a Tender Bond in the value of not less than one percent (1%) of the Tender Value.	
13	Has included a copy of the Tenderer's valid Tender Board registration certificate and printout document issued by the Ministry of Commerce and Industry containing the names of the owner(s) of the Tenderer's company with specimen signatures. International companies and organizations which are not registered in the Sultanate may participate in International Tenders provide that they shall register in accordance with the rules in the Sultanate within thirty (30) working days from the date on which they are notified of the success of their Tenders.	
14	Has provided a statement confirming that the Tenderer shall employ a minimum percentage of thirty percent (30%) Omani employees in this project. Tenderers engaging a high proportion of Omani employees shall be given preferential consideration.	
15	Has provided documents establishing a formal binding relationship between the Tenderer as the main contractor and any sub-contractors, suppliers and/or affiliates of the Tenderer forming together a bidding team for this RFP.	
16	Has provide a copy of each Circular Letter and Addendum, if any, issued by the Tender Committee, appropriately endorsed by the Tenderer.	
17	A statement giving the name(s) of the person(s) authorized to sign Agreements on behalf of the Tenderer including his (their) specimen signature(s). International companies shall provide the copy of the Constitution of the Company, Power of Attorney and other relevant legal deeds notarially authenticated by the Oman embassy in the tenderer's country.	
18	Full and valid registration documents issued by the Ministry of Commerce and Industry, and the Tender Board in the specified category and grade for Omani Joint Venture Companies and Sub-contractors.	
19	Has provided a statement signifying that site inspections have been made and that the Tenderer has no doubts or queries regarding the sites, ground conditions, access, permits or permission required concerning the project.	
20	All products, equipment, materials, and services to be used in the Project must be locally procured. However, the importing of the same will be permitted provided the non-availability of the same in the local market is demonstrated to the satisfaction of CAA.	
21	For any submitted documents or forms that requires a signature, the same must be completed with the date, signature and company official stamp of the person(s) authorized to sign them and of the witness thereof.	



22	Has provided a list of all major works or projects which the Tenderer has completed within the past five years and all works / projects that are currently under providing the name of the Client, Consultant, location, value, duration and date of completion. The Tenderer will score higher in the evaluation if the works or projects that they listed are similar in terms of scope of work as that defined in this RFP.	
23	Has provided a list of all products and materials to be used in the Works. The details of each product and material— List of all products and materials to be used in the project.	
24	Details of the Tenderer's audited financial statements over the last five (5) years, including the name and address of its banks, together with the authority to approach its bankers for relevant information and comment. These details will be used as part of the evaluation of the Tenderer's financial proposal. The Tenderer shall update the financial information used for pre-qualification at the time of submitting their Tenders, confirms their continued compliance with the qualification criteria and provide verification of the information provided.	
25	Has provided a statement of unresolved doubts regarding the meaning of anything contained within RFP and the interpretation relied upon by the Tenderer.	
26	Has provided a detailed list of all proposed major equipment and product suppliers and manufacturers indicating (1) names and addresses, (2) equipment and products to be supplied with types, catalogues, technical data and compliance with specified requirements, (3) agents or dealers in Oman (4) location of their service centers, and (5) the after-sales services provided by these suppliers, manufacturers, agents or dealers.	
27	Has provided a copy of the Tenderer's Quality Assurance (QA) / Quality Control (QC) plan including specific plan for the project.	
28	Has provided the Tenderer's ISO (International Organization for Standardization) accreditation, or other similar accreditation, if any.	
29	Has provided the Tenderer's comprehensive proposal including a plan and compliance to the stated Service Level Agreement (SLA) for post- maintenance and support, as per the RFP requirements.	
30	Has provided a detailed proposal for Change Management.	

19.5.4. Opening of Tenders

The Tenderer's Technical Proposals will be opened at the time and date specified in the Invitation to Tender at the offices of the Tender Committee at CAA.

The Financial Proposals of the technically qualified tenders will be opened after the evaluation of the Technical Proposals has been completed.

CAA's Tender Committee will evaluate and compare the Tenders previously determined to be substantially responsive in two stages. The first stage will be an evaluation of the Tenderer's Technical Proposals, those tenders which are technically qualified will be carried forward to the second stage of the evaluation. The second stage of the evaluation will be based on the Tenderer's Financial Proposals.



19.5.5.Tender Evaluation Criteria

The Tenderer shall structure the Technical Proposal under the following headings. The list detailed below is a guideline only and the Tenderer shall ensure that all documentation detailed elsewhere in this document is provided in full.

Any failure to provide information will affect the evaluation of the Tender.

The Tenderer is to note that in accordance with item 4 of Instruction to Tenderers that the Technical Proposals of all Tenderers will be assessed and only Tenderers who are shortlisted thereafter will have their Financial Proposals considered.

Tender Evaluation Criteria

A – Technical –Score: 70%

A.1 Company experience in similar projects during the previous five years.	10%
A.2 The Organization chart and related staff.	10%
A.3. Methodology and Implementation program of the project.	15%
A.4 Completion of tender document requirements such as company profile, Financial statement, Commercial Registration Certificate, Authorized Managers and Signatories...etc.	15%
A.5 Technical specifications of Products.	20%

B – Financial –Score: 30%

C - Total Score: 100%

19.6. Terms and conditions

19.6.1.Tender Bond

The Tenderer shall furnish, as part of his Tender, a Tender Bond in the value of not less than one percent (1%) of the Tender Value. If the Tenderer submits an alternative tender, the one percent (1%) Tender Bond shall be calculated based on the highest Tender Value. The wording of the Tender Bond shall be as per the prescribed Form of Tender Bond included in the RFP under the Annexure M.

The Tender Bond shall be denominated in Omani currency and shall be obtained from a bank located and registered in the Sultanate of Oman and valid for ninety (90) days from the latest date fixed for the submission of Tenders. Any Tender not accompanied by a Tender Bond will be rejected.



The Tender Bond of unsuccessful Tenderers will be returned on its expiration or after the award of the Contract to the successful Tenderer.

The Tender Bond of the successful Tenderer will be discharged after the Tenderer had signed the Contract and furnished the Performance Bond.

The Tender Bond will be forfeited:

1. If a Tenderer withdraws his Tender during the period of tender validity specified in the RFP; or
2. In the case of a successful Tenderer, if the Tenderer fails:
 - a. to sign the Contract; and/or
 - b. to furnish the Performance Bond.

19.6.2. Ownership of Submitted Proposals

All proposals and associated materials submitted in response to this RFP become the sole property of CAA.

19.6.3. Incorporation of Documents into Contract

The contract between the successful Tenderer and CAA shall include all documents mutually entered into, specifically including the contract instrument, the RFP and the response to the RFP.

19.6.4. Performance Bond

CAA requires the awarded Tenderer to furnish a Performance Bond in the form of an acceptable bank guarantee in the amount of five percent (5%) of the total contract value within ten (10) working days of the issue of the Letter of Acceptance. This Performance Bond is to be obtained from a locally registered Bank and valid for the whole of the Contract and Maintenance Period. Upon receipt of the performance bond, the Tender Bond of the awarded Tenderer will be released.

Failure to furnish the Performance Bond and to sign the Contract by the awarded Tenderer within the stipulated period may lead to the annulment of the Contract and forfeiture of the Tender Bond.

This Performance Bond will be retained by CAA during the Contract and Maintenance Period and will be returned to the awarded Tenderer upon the formal written acceptance by CAA of the entire implemented solution (which includes satisfactory completion of the maintenance period. The detailed acceptance terms will be stated in the Contract).

The purpose of the performance bond is to ensure delivery, installation, and operating performance is as represented in the winning Tenderer's proposal.

The standard form to use for the Performance Bond is provided in this RFP under Annexure L – Form of Performance Bond.

19.6.5. Insurances

The successful Tenderer will be required to obtain all insurances stipulated in the Conditions of Contract and to lodge them with CAA or to furnish an indemnity bond from a bank registered and located in the Sultanate of Oman, indemnifying and saving harmless CAA from loss which may be caused to him by his defaults to obtain insurance accordingly, within seven (7) days of receipt of CAA's order to commence the Works.



20. Technical Specification's

The scope of work specification of the tender as per the scope of work bellow:

21. Scope of Work

This section details the scope of work for this RFP required to be performed by the Tenderer including the following.

1. Security Self Service

a. Request to organize security awareness, Report a security threat

- Request approval for a project
- Report a security threat
- Request to organize security awareness
- Registration of trainees
- CVs of employees of government institutions and units
- Security briefing
- The unified form for requesting approvals to fill public positions for employees of civil government institutions and units
- Perpetual Non-Disclosure Agreement for Employee
- Judicial seizure form
- Issuing/renewing/amending/replacing lost/cancelling airport security permits
- Security Forms
 - Security Clearance
 - Trainee Entry Permit Form
 - Form for issuing permits for the import and export of materials to the authority
- Employee Security Files Program
- Application for issuing entry cards (employees, workers, contractors, entities affiliated with the authority)
- Permits for employees' entry after official working hours
- Complaint / Lost Property Report

3. HR services Employee (Internal) Self service

a. Regular Staff self-services

- Request a salary estimate certificate
- Request a salary transfer continuity certificate
- Request to transfer an account from a bank to another
- Request a salary deduction form
- Request a certificate of proof of work
- Request an experience certificate for an employee whose services have ended
- Request a clearance form
- Request a transfer from a job to another
- Transfer of employee services
- Request for a shift allowance
- Request for assignment
- Request compensation for travel tickets



- Request to assign an employee
- Request Duty mission
- Request Training
- Leave request
- Employment applications
- Request to terminate service
- Request for end of service rights
- Request to question an employee
- Request data and documents

4. Contracted and Expatriate Employee (Internal) Self service

- a. Apply or Renewing, updating the residency card and visa for the expatriate employee including family
 - Renewing the residency card and visa for the expatriate employee
 - Adding the family of the expatriate employee
 - Renewal of hotel stay for expatriate employee

5. Self Service for the maintenance

- a. Maintenance Self Services Request building maintenance service, Residential area maintenance request, Request for maintenance of external stations, request a field visit Request a service to respond to inquiries.
 - Residential unit rental
 - Request to renew a housing contract
 - Request to cancel a housing contract
 - Request to use hospitality accommodation in Muscat Governorate
 - Request CAA building maintenance service
 - Request for Residential area maintenance request
 - Request for maintenance of external stations
 - Request site visit
 - Request for an Emergency maintenance

6. Tender service

- a. Tender service
 - Request a tender service
 - Request tender analysis services
 - Request a service to respond to inquiries
 - Contract service request

7. Inventory

- a. Purchase module
 - Material disbursement request form

8. Logistics

- a. Transportation Management and services FLEET
 - Request the provision of daily transportation
 - Request to provide transportation for official internal duty mentions



- Requesting the provision of permanent transportation for departments and sections whose work requires this
- Request a vehicle to transport tools, equipment and devices
- Request a vehicle to transport foreign employees
- Request a vehicle for conferences, celebrations and official meetings
- Vehicle Maintenance (Provide vehicle DB)
- Request for an Emergency vehicle

9. Media

- a. Requested to Media department
 - Providing the Media Department with airport statistics for the movement of flyers, aircraft and cargo on a monthly basis
 - Providing the Prime Minister's Office with a visual display of the most important airport statistics on a monthly basis
 - Display statistics on the data display panel
 - Providing departments and departments with statistical data for various fields upon request

10. General services

- a. Portal
 - IT Help Desk
 - Request Events Support
 - BI Reports
 - Documentation
 - Communicator
 - Announcements
 - Dashboards
 - Single Sign-on
 - ERP Employee Sync
 - Roles & Security
 - Legal Consultation request

11. Halls Services

- a. Manage and book the halls and class rooms of CAA
 - Booking halls of CAA
 - Book the multi-purpose hall
 - Book the training center hall
 - Book a VIP hall
 - Book class rooms

21.1. Installation Location

The proposed systems need to be installed at CAA HQ Muscat office.

21.2. Service level performance commitments – SLA's

Tenderers are required to recommend and state appropriate Service Level Agreement (SLA) parameters measurement criteria and criticality levels for the proposed system. Tenderers shall perform the works defined in this RFP at levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and efficiency.



user satisfaction that are equal to or higher than the Service Levels as recommended and stated. It should be noted that Tenderers should state SLA's covering all aspects of the solution suite. However, it should be noted that the recommended SLA's will be discussed, reviewed and updated at a later stage during contract negotiation and finalization.

Vendor's needs to adhere and provide below Service Level Agreement as sample below.

No	Priority Type	Description	Business Impact	Response Time	Resolution Time within
1	1	Critical Calls	Completely Down due to Hardware	Within 4 Hours	With 8 Hours
2	2	Medium	Parts Replacement	Within 8-12 Hours	NBD
3	3	Low	Software (System Firmware) Upgrades	Within 48 Hours	72 Hours

Not more than four breaches will be allowed per year.

21.3. Project Management

To ensure a smooth and a successfully managed rollout, Tenderers have to establish a clear project management / governance structure to manage deployment and support of the services and associated services.

Tenderers are required to elaborate in detail on the Project Management methodology that they will apply for this project, and its applicable processes, documentation and tools. Tenderers will be required to demonstrate how their methodology and approach will help to complete the entire scope of the project within schedule.

Tenderers are requested to clearly list and detail the project management approach including team structure, various aspects of project management and necessary quality assurance procedures that will be followed during by the vendors such as:

- Project Management approach, project management processes, methodologies and procedures.
- Project Team Structure, along with the roles and responsibilities of all team members.
- Scope / Requirements Management.
- Time Management covering project plan, schedules etc.
- Communications Management, procedures will be used to keep the project on track and what escalation procedures will be employed to address any problems with project progress, and project status reporting.
- Quality Management covering quality assurance processes and procedures, change control procedures to handle such things as "out-of-scope" requests or changing business needs of NCSI while the project is underway, review meetings etc.
- Risk Management.
- Change Management, covering the activities to effectively transition individuals and the organization to accept and support the new implemented system.

An area of Project Management that should be given particular emphasis in this project is Change Management. It is expected that there will be much resistance from users and even from the management of several of the government agencies involved in this project towards the transition from physical records to electronic records. The Tenderer is required to provide for Change Management in their proposal, the requirements of which include (but is not limited to) the following:



-
- Setting up Change Management team.
 - Work along with CAA team to bring out the changes in the business processes of the new system.
 - Define a change management strategy according to the situation and identify resistance in the agencies as well as participating entities.
 - Develop Change Management strategy and tactical plan on how to overcome the resistance and increase the acceptance of the new system.
 - Explain to the stakeholders the various changes, impact to their respective working procedures and the potential benefits to the involved parties
 - Assist the team in defining the required business rules and business validation during the course of project by working along with the technology implementers.
 - Assist in definition of harmonization of the process and procedures and the processing times for the various activities in the of the new system.



21.4. Vendor Documentation

Vendor documentation for all the supplied products and the various solution components must be delivered by the Tenderer with the overall solution.

1. Tenderer must also deliver any white papers, technical notes, best practices documents etc. documentation that have been used to deliver the application solution in working condition.
2. The Tenderer is required to develop a documentation index indicating the title, version, medium, usage, and type of delivered documentation for each submitted document.
3. Ability to provide final manuals which must reflect full details of any customization work, and details of 'organization specific' extra / amended functions and facilities.
4. Ability to have version control on all documentation.



22. Cyber Security Requirements

22.1 The company should be aware and comply of all regulations, frameworks, guidelines, circulars, and policies that initiated from related government entities in Sultanate of Oman such as "MTCIT, CDC, TRA, and CBO"

22.2 The company shall follow Security best practice in developing the mentioned Application:

22.2.1 Follow maturity Tier Two framework of "Government_Application_and_EServices_Security_Architecture_Framework_v1.0" that is initiated and developed by MTCIT.

22.2.2 Follow Personal Data Protection Law and comply with it. Any violation of PDPL the company will held responsible under Oman Laws and Regulations.

22.2.3 The company should follow CAA Data Classification policy while developing such application and any changes on the policy the company will be responsible to change it.

22.3 All development phases of the application should be conducted in a Test Environment and have all the approvals as per CAA policies before moving to production.

22.4 The company should comply with all CAA policies and procedures and the company will be held responsible for any violations for not following the compliance of these polices. In case any changes on the policies or amendments the company should do the required changes as per the change.

22.5 The Company should contract with a third party to provide security services as mentioned (Vulnerability Assessment and Penetration Test, Source code review) for each level of the production life cycle for the application before going live. NOTE: The company should be accredited from MTCIT. However, CAA have the full right to reject any company that it see's fit without any given any reasons. Moreover; the company will take care of all expenses for all the Security services as requested.

22.6 The company should conduct once a year VAPT on the developed application after the full development is finished as the contract goes. The company should be accredited from MTCIT. The same criteria compliance as 22.5 above.

22.7 The Company shall comply with Oman Law (22/7) that states all the Databases shall be handled by Omani certified people.

22.8 The company should follow and comply with all the requests that comes from CAA Cyber Security Team.

23. Technical Proposal Response Format

This section will outline the format of the response to this RFP that the prospective Tenderers should use to prepare their technical proposals. Any additional information that the Tenderer wishes to present should be delivered within the Tenderer response as additional appendices.



Before responding to the scope of work the Tenderer is requested to refer to all the Annexures elaborating the scope given at the end of this document and ensure that all the requirements as listed are responded / filled as per the checklist format required.

23.1. General Guidelines

1. Always be concise in your response, lengthy responses are not required. Responses should be direct and right to the point formulated as bullet points unless it is explicitly stated that a detailed explanation is required
2. Follow the response format directions closely and structure your response in the same layout and format as indicated in the response format
3. For some of the stated requirements, you will be required to present some background information in graphical and textual formats. Follow the instructions given for supplying such items
4. Besides requiring graphical and textual explanation of a response to a particular requirement, you will almost always be required to answer a set of questions related to the same item in tabular format
5. Whenever tables are given for answering questions, fill in the tables as indicated in each question. The following points apply to responses in table format:
 - ✓ If appropriate, please provide an explanation, in addition to a Yes/No response.
 - ✓ For each functional and technical requirement, the Tenderer is asked to indicate if this requirement is met by the proposal solution and whether the cost for delivering the same has been considered in the financial proposal.
6. If Tenderers have additional material they wish to submit in response to a requirement such as diagrams or charts, or further explanatory text that are not compatible with the response format provided below or have not been addressed in the response tables, they are asked to submit such materials in appendices. Please note in the explanation column of the appropriate requirement what additional material has been provided and note on the additional material the number of the requirement to which it applies.

23.2. Plan

The Tenderer is required to submit a detailed project management approach including team structure and a high-level project plan indicating the activities and the duration for each. Detailed quality procedures including testing and acceptance procedures should be submitted.

Upon contract award, the winning Tenderer is required to present a detailed project plan containing the phases highlighted in the high-level project plan broken down to detailed tasks, timings, resources ...etc. The detailed project plan shall be approved by CAA and will be the basis on which the Tenderer performance is measured.

23.3. Project Documentation

As part of the deliverables, the Tenderer is required to provide a set of documents as outlined in the documentation section as well as various other sections of the RFP. The contracted Tenderer shall deliver vendor documentation as well as solution design manuals highlighting various aspects of the according to the requirements of the RFP after contract award. A complete list of such documentation and the method of submission and indexing will be agreed upon with CAA after commencing with the project. The Tenderer is required to submit the following table as part of its proposal indicating commitment on behalf of the Tenderer to present the required documentation and highlighting the timeframe in which a particular document is to be expected from the Tenderer.

Document Title & Purpose	Purpose & Scope	Overview of Contents	Time to Deliver
--------------------------	-----------------	----------------------	-----------------

Name of the document and the purpose of submitting the document	The purpose of this document and a brief summary of its scope	An overview of the contents of the document	Delivery time of the document counted in weeks from award date

23.4. Bill of Quantities

The Tenderer is required to deliver a complete Bill of Quantities (BOQ) for the whole assignment which should include all items that are to be delivered by the Tenderer to CAA throughout the services solution and its associated services. No financial data is to be associated with the BOQ submission in the Technical Proposal; however, detailed financial data is required in the BOQ in the Financial Proposal. The BOQ in the Technical Proposal shall be used by CAA as an inventory control list and shall be used to confirm delivery of the purchased items to CAA.

No prices shall be inserted in the BOQ in the Technical Proposal. Any Tenderer Project Prices in the Technical Proposal shall be rejected.

Agency: _____
Environment: _____

No	Item	Quantity	Delivery Time

For each column, the following information has to be included in the respective column:

- No – A sequential number assigned to the item
- Item – The item that will be delivered to the Government as part of this assignment. Do not include detailed technical specifications in this column; however, it should include any sub components to be delivered with the item such as a hard disk or network card. Software items and associated licenses should be listed as separate line items
- Qty. – Is the quantity of a particular item that is to be delivered by the Tenderer
- Delivery time – The actual delivery time of a particular item in weeks from the award date



24. Annexure

This has the list of requirements which is applicable for all the systems / modules that is planned for procurement as part of this project.



25. Annexure F – Tenderer Profile Format

To maintain consistency and equality in the process, CAA would like to request all Tenderers to use the structure outlined in table for the response.

1. The response to Tenderer profile should cover the following general information:
 - a. Title page including
 - i. Tenderer's name
 - ii. Address
 - iii. Contact information
 - b. Brochures and/or other literature
2. List of relevant strengths and their offerings, including URL references for any similar IT initiatives pertaining to "Electronic Document and Records Management" in a government sector that the bidder has successfully completed.
3. Description of any software product and services strategies offered, including markets served. Include information regarding any strategic partnerships or alliance with other technology or service organizations. Also, identify whether offerings are modular in nature, so that they could be implemented in stages, and describe any recommended priorities.
4. A brief summary of the cost savings, efficiencies realized, or other business case support for implementing or utilizing your products or services.
5. Identification of major customers that use your software/services and are willing to serve as a reference. Please provide the appropriate contact information. CAA is especially interested in government customers. Large corporate client references are also acceptable.
6. Identification of current or completed engagements similar IT initiatives pertaining to "Electronic Document and Records Management" in a government sector that the bidder has successfully completed.
7. Description of the extent to which your solutions require custom development and offer individual configuration options.

To facilitate a timely and comprehensive evaluation of all submitted responses, responses to Tenderer profile must be submitted using this format. Any deviation from this format may lead to the rejection of the response.

Your response to the following set of questions should be directed to convince the evaluation team of your firms' capabilities rather than to impress with a product line

It must also be noted that although this system is targeted towards acquiring the relevant software and building related functionality, products that support tight integration with a wider application platform or integration suites would be the preferred choice of CAA.

Vendor responses MUST provide the following information, in the following sequence and matrix format:

Note:

- Please ensure all sections are answered with necessary details
- Please avoid references to Annexure's as far as possible



- Provide the name, title, address, telephone, email, and FAX numbers for the primary contact for receiving an RFP and for responding to inquiries related to the contractor RFP responses:

Name:	
Title:	
Address:	
City:	
Country:	
Phone/Ext.:	
GSM (Optional):	
Fax:	
Email:	

- Provide some general business background information.

2.1. Basic company information (for main contractor)

Commercial Name:	
Year of Incorporation:	
Principle Place of Business:	
Paid-up Capital:	
Country of Incorporation:	
Main Lines of Business:	
No. of Full Time Staff:	
Distribution of Staff in Departments:	
Presence in Oman:	



Major Brands carried:

3. Indicate if your firm as a main contractor will partner with or form consortiums with other suppliers and / or Tenderers to provide the Government of Oman with the services outlined above. If yes, indicate in your response the structure and type of partnerships formed as well as your firm affiliation with other product suppliers and/or vendors (i.e. are you a main distributor of the products, reseller ...etc.). Use a table in your answer as required

Sl. No.	Question	Answer
1	Are you going to partner or form a consortium	
2	If YES to Question 1, please mention the partner name	
3	Type and Structure of Partnership	
4	Role of Partner	
5	Country of Origin of Partner	
6	Do you have any affiliation with other product suppliers	
7	If YES to Question 6, state details	
8	Other Details	

4. Provide a high-level description of your client base for similar complete services as requested by this RFP.

- 4.1. Number and type (businesses, governments, public sector ...etc.) of customers (Repeat following rows as required)

Number	Type
	Government
	Public Sector (Semi. Government)
	Business (Private)

- 4.2. Reference list of regional customers indicating the type of work conducted for each client (Repeat following rows as required)

Client Name	Job (One line description)

- 4.3. Geographic distribution of customers with emphasis on regional customers (Repeat following rows as required)

Region	Country	No. of Clients



4.4. Size of similar jobs conducted for other regional clients (Repeat following rows as required for each job)

4.5. Potential for any conflict of interest in customer base (Repeat following rows as required)

Client Name	Possible cause for conflict of Interest

5. Vendor's experience with delivery similar services as outlined

5.1. Length of experience

Area of Expertise	No. of Years
Development Experience	
Business Process Analysis, Re-engineering and documentation	
Study and Requirement Gathering experience	
Application Development	
System Integration	
Backlog Digitization and Archival	
Solution Experience	
Electronic Document and Records Management Suite	
Portals and Integration	
Business Intelligence and Reporting	
Support Experience	
Hardware supply	
Applications Support	
Operations and Maintenance	



5.2. Highlights of the supplier support services offered to clients (list as bullet points with one-line description for each bullet)

5.3. Details the nature and type of customizations if any, that have been developed on the products to suit specific client requirements



26. Annexure G – Financial Proposal Response Format

This document provides the pricing table templates for the Financial Proposal that need to be used and filled by Tenderers with all required commercial data and information. These tables are to be submitted with the Financial Proposal ONLY.

All prices should be in Omani Riyals and should be valid for a minimum of 90 days from the closing date for this RFP. All prices should be written in numeric and word formats.

- Please quote in OMR inclusive of all taxes and duties.

The total sum should match with summary table. In case of mismatch lowest figure will be considered.

26.1. Pricing tables

It is important to note that the following tables under this section 15.1 and its subsections are meant for the scope of works to be performed at CAA.

26.1.1. Summary of Pricing Table

The table below should provide summary of the scopes of the complete solution including all required software licenses, development, maintenance & support, and training.

Overall Pricing Table			
Description	Price		Remarks
	Numeric	Words	
<i>Mandatory Items</i>			
1. Software Licenses			
2. Hardware's			
3. Supply, and Testing of system s with Operating Systems:			
4. Project Management			
5. Data Migration			
Total Price for Mandatory Items (numeric & words)			



27. Annexure I – Statement of Conformity

Statement of Conformity

The Chairman,

Tender Committee,

Civil Aviation Authority

Oman, Muscat

Date:

Subject: Tender No. _____ dated: _____

Dear Sir,

I present this letter to Civil Aviation Authority certifying that the technical and financial proposals presented by [INSERT MAIN CONTRACTOR NAME] representing a consortium composed of the following member's companies:

1. [INSERT CONSORTIUM MEMBER COMPANY NAMES]
2. [IF CONTRACTOR IS NOT REPRESENTING A CONSORTIUM]
3. [THEN THIS SECTION SHOULD INCLUDE: NONE]

In response to the RFP issued by the Civil Aviation Authority as part of tender no. _____ dated _____ fully conforms to and accepts / does not fully conform to and accept [SELECT ONLY ONE OF THE PREVIOUS. IF A NON-CONFORMITY STATEMENT IS PRESENTED THEN THE NON-CONFORMITY TABLE MUST BE FILLED AND PRESENTED WITH THIS LETTER] the terms and conditions and the scope of work stated in the above-mentioned RFP and that the pricing of our technical and financial proposals is fixed and covers all of the works required and stated in the RFP.

Presented by: [NAME]

Occupation: [STATE OCCUPATION IN CONTRATOR COMPANY]

Date: _____

Signature:

Notes on this letter:

- *The letter must be signed by an authorized signatory of the company*
- *This letter must be copied on the company letter head, stamped by the company official stamp and presented as part of the company proposal*
- *Any non-conformity statement must be supplemented by a non-conformity table signifying which items of the RFP scope of work are not acceptable by the contractor and proposed alternatives and/or exceptions. If the non-conformity table is not filled and presented with this statement and the proposal, then it will assumed that the contractor proposal fully conforms with the requirements of the RFP and the proposal pricing includes all the works stated in the RFP*



Non-Conformity Table

The Chairman,
Tender Committee,
Civil Aviation Authority
Oman, Muscat

Date:

Subject: Tender No. _____ dated:

Main Contractor: [MAIN CONTRACTOR NAME]

Presented by: [NAME]

Occupation: [STATE OCCUPATION IN CONTRACTOR COMPANY]

Date:

Signature:

Notes on this letter:

- *The letter must be signed by an authorized signatory of the company*
 - *This letter must be copied on the company letter head and presented as part of the company proposal*
 - *This table must be filled if the contractor signifies in his proposal that he does not fully conform to and accept the terms and conditions and requirements of the RFP*
 - *If the non-conformity table is not filled and presented with the conformity statement in the contractor proposal, then it will be assumed that the contractor fully conforms and accepts the terms and conditions of the RFP*
 - *The contractor must stamp and signed each page of the table*
 - *Rows may be added to the table as needed*



28. Annexure Q - Curriculum Vitae of Employees

The Tenderers is required to provide the Curriculum Vitae of every single employee that they have listed in Annexures O – List of All Omani Employees and Annexure P – List of All Expatriate Employees above.

These Curriculum Vitae must be prepared according to the following format:

<i>General Information</i>		
Name:		
Position:		
Academic Qualifications:		
Total Years of Working Experience:		
<i>Past Working Experience</i>		
No.	Company Name, Department, Position Held and Details of Work Experience	Period
1	Company ABC, Network Systems Department, Network Engineer. Implemented new network system in a 1-year project for the Ministry of XYZ as network engineer in a team of 5...	2011-2015
2	<Add more rows for other work experience in other companies>	...
<i>Professional Qualifications</i>		
Year	Name of Professional Qualification	
<i>Training</i>		
Year	Name of Training Attended	



29. Payment Method

1. The Payment will be
2. The payment certificate form shall be the standard form used by the Civil Aviation Authority.
 - 30 % of payment post-delivery of equipment's
 - 20 % of payment post
 - 20 % of payment post successful migration from the new setup
 - 20 % of payment post completion and acceptance from all end users.
 - 10 % of the payment will be withheld for 60 months and will be paid only after the completion of 5 Years warranty and support contract.
 - After completion of each section, CAA technical team will certify and inform relevant stakeholders about the status of completion and post to the confirmation payment can be released.



30. Conditions of Particular Application

Definitions 1. (1) In the Contract, as hereinafter defined, the following words and expressions shall have the meanings hereby assigned to them, except where the context otherwise requires.

(a) "Employer" means the government of the Sultanate of Oman and the legal successors in title to the Employer who will employ the Contractor. The address of the Employer shall, for the purpose of the Contract, be deemed Civil Aviation Authority, P.O. Box 1, Code 111, Muscat, Sultanate of Oman.

(b) "Contractor" means the person or persons, firm or company whose Tender has been accepted by the Employer and includes the Contractor's representatives, successors and permitted assigns.

(i) Name and full address in the Sultanate of Oman (including Company Registration Particulars).

.....
.....

(ii) Registered address of Head Office (if different from above).

.....
.....

(c) Civil Aviation Authority which will be the supervising Authority on the Contractor's operation and which acts on behalf of the Employer.

(d) "Works" means all necessary operations associated with the duties to be performed under this Contract.



31. Form of Tender

FORM OF TENDER

(Note: The Appendix forms part of the Tender. Tenderers are required to fill up all the blank spaces in this Form of Tender and Appendix.)

To: H.E. The Chairman
Internal Tender Committee
Civil Aviation Authority
P.O.Box:1, Postal Code: 111,
Muscat
Sultanate of Oman

Gentlemen,

1. Having Examined the Instructions to Tenderers, Standard Conditions of Contract, Specification and Schedule of works/Bill of Quantities for the execution of above named works, we, the undersigned, offer to complete the whole of the said works in conformity with the said Instructions, Drawings, Standard Conditions of Contract, Specification and Schedule of works/Bill of Quantities, for the sum of Rials Omani..... (RO.....) or Such other sum as may be ascertained in accordance with the said Conditions.
2. We undertake if our Tender is accepted to commence the works within 14 (fourteen) days of receipt of the client's order to commence and to complete and deliver the whole of the Works comprised in the Contract within 4 (Four) Months calculated from the last day of aforesaid period in which the works are to be commenced.
3. If our Tender is accepted we will obtain the guarantee of a locally registered Insurance Company or Bank (as required in the Sultanate of Oman Standard Conditions of Contract) to be jointly and severally bound with us in the sum of 5% (Five) percent of the contract Value for the due performance of the Contract under the terms of a Performance Bond to be approved by you.
4. We agree to abide by this Tender for a period of 90 days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. In the event of our tender being accepted and until a formal Agreement is prepared and executed this Tender, together with your written acceptance thereof, shall constitute a binding obligation upon us.
6. We understand that you are not bound to accept the lowest or any tender you may receive.
7. We acknowledge receipt of the following circular letters:

Reference number of letter

Date



.....
.....
.....
.....
.....
.....
.....
.....

And confirm we have taken account thereof in our Tender.

Dated the day of 2024

Name of Company/Organisation

Capacity in which signing

Signed..... Witnessed by.....

For..... For.....



APPENDIX TO FORM OF TENDER

1.	Ruling Language	English and Arabic
2.	Amount of Performance Bond or Guarantee Value.	5% of Contract value.
3.	Minimum Amount of Third-Party Insurance	115% of Contract value.
4.	Period for Commencement from client's Order to Commence	14 days [Including all Authority approvals / Permissions]
5.	Time of Completion	4 months
6.	Amount of Penalties for Delay	0.10% of Contract Value per day. Maximum up to 10% of the contract value.
7.	Advance Payment	N/A
8.	Time within which Payment is to Be made after Final certificate	90 days
9.	Limit of Retention Money	N/A
10.	Interest for delay of Payment	7% per annum
11.	Yearly Cash Flow	2024
	Percentage of Contract Value	100 %



Dated this day of 2024

Signature in capacity of

Duly authorized to sign Tenders for and on behalf of

(IN BLOCK CAPITALS)

Address Witness

.....
.....

Occupation



Signed by a duly authorized Signatory for and on
behalf of The Client

Witness.....

Signed by a duly authorized Signatory for and on
behalf of the contractor

Witness.....

Ratified in accordance with the Sultani Decree No.48/76 as amended, on the day of

.....
UNDER SECRETARY

FOR FINANCIAL AFFAIRS
MINISTRY OF FINANCE

.....
MINISTER

FOR FINANCIAL AFFAIRS
MINISTRY OF FINANCE



APPENDIX "A" TO FORM OF AGREEMENT

CONSTITUTION OF COMPANY

1. International Companies:

The Contractor shall prior to the signature of the Form of Agreement submit notarially authenticated copies of the original documents defining the constitution of the Company, powers of attorney and other relevant documents. In the case of partnership or firm these documents shall be duly authenticated extracts from the partnership deed or other documents. These documents shall also show by what persons and what manner contracts may be entered into and what persons are directly responsible for the due execution of such contracts and can give valid receipts together with specimens of their signatures.

An overseas power of attorney of a foreign signatory to the Tender shall have been endorsed by an approved Sultanate of Omani Authority (such as an Embassy).

A Contractor intending to undertake the Contract jointly with or in association with another firm or firms including firms or persons acting in an advisory or consultative capacity shall submit a statement showing how the contract commitment will be undertaken and the exact relationship between each of the parties.

The name and address of the Contractor's agent resident in Sultanate of Oman (if applicable)

2 Omani Companies:

The Contractor shall prior to the signature of the Form of Agreement submit details of the nature of the company i.e., partnership, limited liability, joint venture, joint stock together with the commercial registration number. These documents shall also show by what persons and in what manner contracts may be entered into and what persons are directly responsible for the due execution of such contracts and can give valid receipt together with specimens of their signatures.



FORM OF PERFORMANCE BOND

To: Ministry of Finance
P.O.Box: 506, Postal Code: 113,
Muscat
Sultanate of Oman

Performance Bond No.

Whereas.....(Hereinafter called the Contractor) has been awarded a contract dated.....for construction, completion offor the value of Rials Omani.....

.....(RO.) by this bond wewhose address is.....

.....are held and firmly bound unto the government of the Sultanate of Oman represented by the Ministry of Finance, Muscat In the Sum of RO.being 5% of the Contract value.

We agree to make unconditional payment under this bond on your first written demand without reference to or contestation on behalf of the Contractor provided the claim is received by us on or before.....

This guarantee will be effective from.....and shall be valid up to.....after which date our liability shall automatically cease.

This guarantee should be returned to us upon its expiry or upon fulfillment or our undertaking whichever is the earlier.

Authorized Signatories

(To be issued by a locally registered bank)



NOTES TO THE CONTRACTOR

Whilst the Performance Bond is an "On First Written Demand" bond, the Employer may but is not bound to adhere to the following procedure. If the Employer considers that the Contractor is in default of the due performance of his duties under the contract then the Employer will give fourteen days written notice to the Contractor of this occurrence during which time the contractor shall rectify such performance to the satisfaction of the Employer.

The aforementioned shall not in any manner whatsoever alter the nature of the on first written demand bond.



CONDITION OF CONTRACT

The conditions of Contract shall be those contained within the Sultanate of Oman Standard Documents for Electrical and Mechanical Works (latest edition) as published by the Ministry of Finance, Muscat and amendments thereafter.

The Tenderers are deemed to be in possession of their own copy of the Standard Documents at tender stage and to be fully aware of and to have understood the contents thereof.

CONDITIONS OF PARTICULAR APPLICATION

Definition

1(1) In the Contract, as hereinafter defined the following words and expressions shall have the meanings hereby assigned to them, except where the context otherwise requires: -

a) "Employer" means The Government of Sultanate of Oman and the legal successors in title to the Employer who will employ the Contractor. The address of Employer shall, for the purpose of the Contract, be deemed to be

H.E. The Chairman of
Internal Tender Committee
Civil Aviation Authority
P.O.Box:1, Postal Code: 111,
Muscat
Sultanate of Oman

b) "Contractor" means the person or persons, firm or company whose tender has been accepted by the Employer and includes the Contractor's representatives, successors and permitted assigns.

(i) Name and full address in the Sultanate of Oman (including Company Registration Particulars)

.....
.....
C.R. No.....

(ii) Registered address of Head Office (if different from above).

.....
.....

c) "client" means Civil Aviation Authority and or other person, persons or firm appointed from time to time by the Employer and notified in writing to the Contractor to act as the client for the purposes of the Contract in place.

(i) Full address in the Sultanate of Oman (including Registration Particulars).

Civil Aviation Authority
PO Box 1
Postal Code 111
Sultanate of Oman



32. Appendix B

1. National and International Standards:

The Contractor shall prior to the signature of the Form of Agreement submit notarially (notarial) authenticated copies of the original documents defining the constitution of the Company, powers of attorney and other relevant documents. In case of a Partnership or Firm, these documents shall be duly authenticated extracts from the partnership deed or other documents. These documents shall also show by what persons and what manner contracts may be entered into and what persons are directly responsible for the due execution of such Contracts and can give valid receipts together with specimen of their signatures.

An overseas power of attorney of a foreign signatory to the Tender shall have been endorsed by an approved Omani authority (such as an Embassy).

A Contractor intending to undertake the Contract jointly with or in association with another firm or firms including firms or persons acting in an advisory or consultative capacity shall submit a statement showing how the Contract commitment will be undertaken and the exact relationship between each of the parties.

The name and address of the Contractor's agent resident in Oman (if applicable).

2. Omani Companies:

The Contractor shall prior to the signature of the Form of Agreement submit details of the nature of the Company, i.e., partnership, limited liability, joint venture, joint stock, together with the commercial registration number. These documents shall also show by what persons and in what manner contracts may be entered into and what persons are directly responsible for the due execution of such Contracts and can give valid receipts together with specimens of their signatures.



33. Appendix C – Non-Disclosure Agreement

Note: CAA Information Technology (IT) Team will not be sharing any information is vendors are not signing the NDA.





34. Form of Tender Bond

FORM OF TENDER BOND

H.E. The Chairman,
Internal Tender Committee,
Civil Aviation Authority,
P.O. Box 1, Postal Code No. 111,
Muscat,
Sultanate of Oman.

Tender Bond No.

By this bond we.....
whose address is.....
hereby guarantee Messrs.....
of.....
and hold at your disposal the sum of R.O.....
being% of the Tender Value from..... until.....
a total period of ninety (90) calendar days.

This bond shall be free of interest and payable in cash on your first written demand in the event of the Tenderer either withdrawing his Tender within a period of (90) calendar days from the date for the receipt of Tenders or failing to provide a Performance Bond within ten (10) calendar days of acceptance of the Tender, whichever date is earlier, without any reference to or contestation on behalf of the Contractor.

This bond should be returned to us upon its expiry or upon fulfilment of our undertaking, whichever is the earlier.

Authorized Signatures

(To be issued by a locally registered bank)



35. Form of Performance Bond

FORM OF PERFORMANCE BOND

Ministry of Finance,

P.O. Box No. 506,

Muscat

Postal Code 113

Sultanate of Oman

Performance Bond No.

Whereas

(hereinafter called "the Contractor") has been awarded a Contract dated

for the execution and completion of.....

.....for the value of R.O.

(Rials Omani

by this bond we,

whose address is

are held and firmly bound unto the Government of the Sultanate of Oman, represented by the Ministry of Finance, Muscat in the sum of R.O.being % of the Contract Value.

We agree to make unconditional payment under this bond on your first written demand without any reference to or contestation on behalf of the Contractor provided the claim is received by us on or before.....

The Guarantee will be effective from and shall be valid up to after which date our liability shall automatically cease.

This Guarantee should be returned to us upon its expiry or upon fulfilment of our undertaking whichever is the earlier.

Authorized Signatories

(To be Issued by a locally registered Bank)



36. Note to the Contractor

Whilst the Performance Bond is an "On First Written Demand" Bond, the Employer may, but is not bound to, adhere to the following procedure. If the Employer considers that the Contractor is in default of the due performance of his duties under the Contract, then the Employer will give fourteen days' written notice to the Contractor of this occurrence, during which time the Contractor shall rectify such performance to the satisfaction of the Engineer.

If, in the opinion of the Engineer, such performance is not rectified the Engineer shall inform the Employer accordingly in writing.

The aforementioned shall not, in any manner whatsoever, alter the nature of the "On First Written Demand" Bond.



37.Tenderers Enclosures

TENDERER'S ENCLOSURES

Tenderer shall properly bind in after this page the supporting documents required by the Instructions to Tenderers (Item 8). All documentation shall be endorsed with Tenderer's official company stamp. Where any Tender does not comply with this instruction, or if any supporting documents are not submitted, the Tender may be rejected.

PREAMBLE TO THE BILL OF QUANTITY

1. General directions and descriptions of items of works given elsewhere in the Tender Documents are not generally repeated in the Bill of Quantities. Reference must be made to the Specifications and Conditions of Contract for this information.
2. The items of work given in the Bill of Quantity shall comply with the relevant sections of the Specification and with the instructions of the Client.
3. Each item in the Bill of Quantity shall be priced as indicated. No Tender will be considered complete unless this requirement has been fulfilled.
4. Unit rates shall be written in black ink both in words and figures in the space specified in the Bill of Quantity.
5. The unit rate inserted by the Tenderer in the Bill of Quantity for any item of work shall apply completed work conforming to the Contract Documents covering all expenses for executing that item of work as well as covering the share of that item for the other general expenses to be incurred by the Contractor during the execution of the Works. These general expenses shall include but are not restricted to, the following, unless entered as a separate pay item in the Bill of Quantity.
 - a. Preparation and submission of bids.
 - b. Employment and accommodation of the Contractor's staff – local and expatriate – including official holidays, annual leave, sick leave, compensation, bonuses, insurances, etc.
 - c. Royalties, duties, customs, taxes, insurance and all other related costs.
 - d. Cost of bank guarantees.
 - e. Cost of work items for which there are no direct payments and which are considered in the Specification and other contract documents as subsidiary to other items in the Bill of Quantities.
 - f. Overheads and profit.
6. There permeable apply to the Bill of Quantity.
7. All preliminaries for this contract shall be included in the Bill of Quantity.
8. Tenderers are fully responsible for their figures given in the Bill of Quantity. All items shall be deemed to be inclusive in the Bill of Quantity).
9. Items described in the Bill of Quantity shall be in compliance with all the Clauses given in the Scope of Services and Conditions of the Contract.
10. The prices in the contract shall be fixed and valid for the whole duration of the period of the contract.
11. Tenderers shall be fully aware about the exact Scope of Works. To this effect, the Employer shall not be responsible to any deviation or errors in his calculations of unit numbers, etc., on which this contract shall be based.



SUMMARY OF CONTRACT SUM

SL #	DESCRIPTION	Unit price	Total AMOUNT IN R.O.
A			
1.	Supply and fixed of the services		
2.	Security Self Service		
3.	HR services Employee (Internal) Self service		
4.	Contracted and Expatriate Employee (Internal) Self service		
5.	Self Service for the maintenance		
6.	Tender service		
7.	Inventory		
8	Logistics		
9	Media		
10	General services		
11	Halls Services		
12	Licenses		
13			
Sub Total (A)			
B	Comprehensive support for 5 years for system 8x5.		
Sub Total (B)			
C	Other services provided		
1		
2		
3		
4		
5		



6		
7		
8		
9		
10		
	Sub Total (C)		
	TOTAL (A+B+C)		
	ADD VAT (5%)		
	TOTAL AMOUNT		

Name of Tenderer

Date

Signature of Tenderer



Appendix:

1. قائمة الشركات قائمة بالأعمال والمشاريع والخدمات التي يقوم حالياً المتناقص بتنفيذها (قيد التنفيذ)

2. قائمة بالأعمال التي ستقوم الشركة باستنادها للمؤسسات الصغيرة والمتوسطة من هذا المشروع

تفاصيل العمل/الخدمات	م
	1
	2
	3
	4
	5
	6
	7
	8

3. قائمة بالأعمال والمشاريع والخدمات المشابهة التي قام المتناقص بتنفيذها



4. قائمة خلفيات الشركة / المؤسسة:

اسم الشركة	الهاتف	fax	النقل	البريد الإلكتروني

أسماء الشركاء:

أسماء الشركاء	جهة العمل

أسماء الأقارب الذين يعملون في هيئة الطيران المدني (إن وجد)

أسماء الأقارب الذين يعملون في هيئة الطيران المدني (إن وجد)	صلة القرابة

رقم القيد بالسجل التجاري

رقم القيد بالسجل التجاري	رقم التأمين العام لمجلس المناقصات والدرجة المقيدة بها	رقم التأمين في الغرفة والنفة المقيدة بها

الأعمال السابقة مع هيئة الطيران المدني

سابقة الأعمال مع هيئة الطيران المدني	سابقة الأعمال مع الجهات الأخرى

5. كشوفات مطبوعة حديثاً باسماء الكوادر العمانية العاملة بالشركة صادرة ومصدقة من قبل وزارة العمل.



. كشوفات مطبوعة حديثاً بأسماء الوافدين العاملين بالشركة صادرة ومصدقة من قبل وزارة العمل.

DSNO:	NAME OF EMPLOYEE	PASSPORT NO:	OCCUPATION
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

7. سرية المستندات:

تعهد الشركة بأن جميع المستندات والرسومات الصادرة إلى المتناقص تعد مستندات خاصة وسرية، سواء قدمه الشركة على عطاء المناقصة أو لم يقدمه.

كما تعهد الشركة بالتالي:

✓ خلال فترة المناقصة، لا يجوز المتناقص الاتصال بأي شخص له صلة أو يعتبر أن له صلة بإعداد المناقصة ما لم توجه بذلك هيئة صراحة أو حينما يشكل هذا الاتصال استفسار (وفي حاله وجود أي استفسار التقدم بالاستفسارات من خلال التناقص الإلكتروني خلال الأيام المحددة للاستفسارات) كما هو موضح في تعليمات المتناقصين.